

CITY OF WEST TORRENS



Notice of Council & Committee Meetings

NOTICE IS HEREBY GIVEN in accordance with Sections 83, 84, 87 and 88 of the Local Government Act 1999, that a meeting of the

COUNCIL

and

- **Finance and Regulatory Prescribed Standing Committee**
- **Strategy and Community Prescribed Standing Committee**

of the

CITY OF WEST TORRENS

will be held in the Council Chambers, Civic Centre
165 Sir Donald Bradman Drive, Hilton

on

**TUESDAY, 20 SEPTEMBER 2016
at 7.00 PM**

**Terry Buss
Chief Executive Officer**

City of West Torrens Disclaimer

Please note that the contents of these Council and Committee Agendas have yet to be considered by Council and officer recommendations may be altered or changed by the Council in the process of making the formal Council decision.

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1. MEETING OPENED

1.1 Evacuation Procedure

2. PRESENT

3. APOLOGIES

Leave of Absence

Cr Dua

4. DISCLOSURE STATEMENTS

Elected Members are required to:

1. Consider Section 73 and 75 of the *Local Government Act 1999* and determine whether they have a conflict of interest in any matter to be considered in this Agenda; and
2. Disclose these interests in accordance with the requirements of Sections 74 and 75A of the *Local Government Act 1999*.

5. CONFIRMATION OF MINUTES

RECOMMENDATION

That the Minutes of the meeting of Council held on 6 September 2016 be confirmed as a true and correct record.

6. MAYOR'S REPORT

(Preliminary report for the agenda to be distributed Friday 16 September 2016)

In the two weeks since the last Council Meeting of 6 September 2016, functions and meetings involving the Acting Mayor have included:

Wednesday 7 September

7.00pm Channel 9 Adelaide Football League Keith Sims OAM Medal Dinner at the Arkaba Hotel.

Thursday 8 September

6.00pm Attended the South Australia-Shandong Sister-State Relationship 30th Anniversary Gala Dinner at the Adelaide Town Hall.

Tuesday 13 September

5.00pm Participated in the DAP meeting and Corporate Planning, Policy and Performance Committee meeting.

In addition, after the compilation of this report on Thursday evening as part of the distributed Agenda on Friday, the Mayor expects to have attended or participated in the following:

Saturday 17 September

11.00am Attended the National Malaya & Borneo Veterans' Association 50th Anniversary of Cease Fire Commemoration and wreath laying Service in the Memorial Gardens followed by refreshments for attendees in the Hamra Auditorium. The Service was also attended by His Excellency the Honourable Hieu Van Le AC and Mrs Lan Le.

Tuesday 20 September

6.00pm Council pre-brief and dinner

7.00pm Council Meeting

RECOMMENDATION

That the Acting Mayor and Mayor's Report be noted.

7. ELECTED MEMBER REPORTS

8. PETITIONS

Nil

9. DEPUTATIONS

Nil

10. ADJOURN INTO STANDING COMMITTEES

RECOMMENDATION

That the meeting be adjourned, move into Standing Committees and reconvene at the conclusion of the Strategy and Community Prescribed Standing Committee.

11. ADOPTION OF STANDING COMMITTEE RECOMMENDATIONS

11.1 FINANCE AND REGULATORY COMMITTEE

RECOMMENDATION

That the recommendations of the Finance and Regulatory Prescribed Standing Committee held on 20 September 2016 be adopted.

11.2 STRATEGY AND COMMUNITY COMMITTEE

RECOMMENDATION

That the recommendations of the Strategy and Community Prescribed Standing Committee held on 20 September 2016 be adopted.

12. ADOPTION OF GENERAL COMMITTEE RECOMMENDATIONS

12.1 CORPORATE PLANNING, POLICY AND PERFORMANCE PRESCRIBED COMMITTEE

RECOMMENDATION

That the Minutes of the Corporate Planning, Policy and Performance Prescribed Committee dated 13 September 2016, be noted and the recommendations adopted.

13. QUESTIONS WITH NOTICE

Nil

14. QUESTIONS WITHOUT NOTICE

15. MOTIONS WITH NOTICE

Nil

16. MOTIONS WITHOUT NOTICE

17. REPORTS OF THE CHIEF EXECUTIVE OFFICER

17.1 Order Making Policy Review

Brief

This report presents the feedback resulting from the public consultation on the draft *Council Policy - Order Making* to Council.

RECOMMENDATION(S)

It is recommended to Council that the revised *Council Policy - Order Making* be approved.

Introduction

The *Council Policy - Order Making* has been subject to a scheduled review and is presented to Council for approval.

Section 259 of the *Local Government Act 1999* (the Act) requires that a council must, by way of a notice in a newspaper circulating in the area of the council, give notice of the place at which copies of the draft are available for inspection and invite interested persons to make written representations on the draft within a period specified by the council (being a period of at least 4 weeks).

The draft Policy was endorsed by Council for public consultation at its 19 July 2016 meeting on the recommendation of the 12 July 2016 meeting of the Corporate Planning, Policy and Performance Committee (Committee).

Discussion

Pursuant to *Council Policy - Public Consultation Policy* and s259 of the Act, a notice was placed on Council's website and in the Weekly Times and Guardian Messenger newspapers. Members of the public were invited to provide feedback on the draft Policy from 25 July 2016 to 23 August 2016. No feedback was received on the draft Policy during the public consultation period.

Consequently, the draft Policy, as presented to the 19 July 2016 meeting of Council, is attached **(Attachment 1)**.

Due to the significant nature of the amendments to this Policy, track changes have not been used to reduce confusion consequently, both the reviewed Policy and current Policy **(Attachment 2)** are attached.

The key amendments to the Policy are:

- Clearer Introduction, Purpose and Scope statements to ensure that ambiguity is removed from the intent of the Policy;
- Removal of unnecessary definitions;
- Incorporation of changes caused by the *Local Government (Accountability and Governance) Amendment Act 2015*;
- Minor typographical and formatting amendments;
- Review of the Principles to ensure an appropriate reflection of current practice; and
- Minor amendments to the Process statements to ensure a reflection of current practice.

While the Policy was presented to the 13 September 2016 meeting of the Committee, which has recommended to Council that the Policy be approved, it is a statutory Policy which requires direct consideration and approval by Council.

Conclusion

The revised *Council Policy - Order Making* has been subject to a scheduled review and subsequent public consultation and is presented to Council for approval.

CITY OF WEST TORRENS



Classification:	Council Policy
First Issued:	1 August 2000
Dates of Review:	2008, 2010, 2016
Version Number:	4
DW Doc set ID:	305935
Next Review Due:	September 2020
Applicable Legislation:	<u>Local Government Act 1999 (SA)</u> <u>Local Government (General) Regulations 2013 (SA)</u>
Related Policies or Corporate Documents:	<u>Registers of Delegations</u> <u>Expiation Notice Decision Review Policy</u> <u>Internal Review of Council Decisions Policy</u>
Associated Forms:	
Note:	<p>Council is required to have an Order Making Policy in accordance with Section 259 of the <i>Local Government Act 1999</i>.</p> <p>This policy must also undergo at least 4 weeks public consultation prior to endorsement by Council.</p> <p>Any alteration or substitution of this policy with a new policy will require public consultation, unless the Council determines that the alteration or substitution is only a minor significance and would not attract little or no community interest.</p>
Responsible Manager:	Manager Regulatory Services
Confirmed by General Manager:	General Manager Corporate & Regulatory Services Date
Approved by Executive:	_____ Date
Endorsed by Council:	_____ Date

City of West Torrens Council Policy - Order Making

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Draft

City of West Torrens Council Policy - Order Making

Council Policy - Order Making

1. Introduction

- 1.1 The City of West Torrens (Council) has order making powers under provisions of the *Local Government Act 1999* (the Act) which can be used to facilitate a safe and healthy environment, improve the amenity of a locality and generally enhance good government throughout the City.
- 1.2 This policy is prepared and adopted pursuant to Section 259 of the Act.

2. Purpose

- 2.1 This policy must be taken into account in any exercise of the Council's order making powers.
- 2.2 Orders can be issued by Council to direct certain persons, including owners or occupiers of private land, to take action required to resolve issues covered by provisions of the Act.
- 2.3 Orders can also be made pursuant to Council by-laws and other legislation.

3. Scope

- 3.1 This policy sets out the principles and processes that Council and its officers acting under delegated authority will consider in the making of orders.
- 3.2 This policy applies to all owners or occupiers of land within the City.
- 3.3 This policy applies to the making of orders under the following sections of the Act:

3.3.1 Section 254 - Power to Make Orders

Section 254 empowers the Council to order a person to do, or refrain from doing, a thing under certain circumstances. Relevant grounds for orders include:

- Unsightly condition of land,
- Hazards on land adjoining a public place,
- Animals that may cause a nuisance or hazard (includes birds and insects), and
- Inappropriate use of a caravan or vehicle as a place of habitation.

3.3.2 Section 216 - Power to Order Private Road Owners to Carry out Roadwork

Section 216 empowers the Council to order an owner of a private road to undertake specified roadwork.

3.3.3 Section 218 Power to Order Adjoining Land Owner to Carry out Work

Section 218 empowers the Council to order an owner of adjoining land to carry out specified work.

3.3.4 Circumstances which warrant orders are set out in Appendix 1.

City of West Torrens Council Policy - Order Making

- 3.4 Additionally, in its absolute discretion, the Council may apply principles in this policy to the making of orders under Section 217 of the Act. Some circumstances which warrant orders under the provision are set out in Appendix 2.

4. Definitions

- 4.1 **Amenity** means any quality, condition or factor that makes or contributes to making the locality harmonious, pleasant or enjoyable.
- 4.2 **City** means the area within the boundaries of the Council.
- 4.3 **Service** is an approved method of delivery of a document on a person.

5. Principles

- 5.1 Whenever possible, reasonable steps will be taken to have work undertaken or to resolve relevant circumstances by negotiation with or educating the person involved before considering the issue of an order.
- 5.2 The following factors will be considered before order making powers are used:
- 5.2.1 The severity or seriousness of an incident.
 - 5.2.2 The extent of hazard/danger posed to the community.
 - 5.2.3 The nature and level of risk to community health or safety.
 - 5.2.4 The impact on the environment.
 - 5.2.5 The level of detracting from the amenity of the locality.
 - 5.2.6 The nature of an occurrence, including the frequency, duration and prior history of incidents.
 - 5.2.7 The likely success of alternative approaches, such as negotiation, education, mediation, warnings or collaboration.
 - 5.2.8 The principles of natural justice (or procedural fairness) to ensure that decision-making is fair and reasonable. Depending on the circumstances, this could require a decision-maker to:
 - Inform persons who are expected to be affected or have an interest in the matter,
 - Provide such persons with a reasonable opportunity to be heard,
 - Consider any submissions received,
 - Make reasonable inquiries and ensure that decisions are based on findings of fact, sound reasoning and relevant evidence,
 - Act fairly and without bias, which will include ensuring that no person decides a case in which they have direct interest,
 - Address matters promptly.

However, in accordance with Section 255(13) of the Act, the Council is not required to comply with any other procedure or to hear from any other person except as provided under the statutory procedure.

5.2.9 The level of evidence to warrant and support any action.

5.2.10 Opportunities to take action under alternative legislation.

5.2.11 The availability of a more appropriate response by the Council.

5.3 The issue of orders is at the absolute discretion of Council. The Council is required by Section 259(8) of the Act to deal with each particular case on its merits.

6. Process

6.1 Circumstances Exempt from this Process

In the event that the Council considers that relevant circumstances or an activity constitutes or is likely to constitute:

- a threat to life, or
- an immediate threat to public health or safety, or
- an emergency situation, and

immediate action is required,

it may, in accordance with Section 255(12) of the Act, make an order without undertaking the notification process outlined in this policy, and may require immediate compliance.

6.2 Prior to Making an Order

Except in the case of an emergency described above, Council will take reasonable steps, to resolve relevant circumstances by negotiation and agreement. Steps could involve:

- personal visit(s), telephone call(s),
- letter(s) detailing the complaint and requiring action to resolve a matter within a reasonable timeframe.

If the steps above do not result in a satisfactory outcome, the formal order making process may be initiated. This will include a notice of intention to issue an order detailing the information required by Section 255 of the Act.

Council will take reasonable steps to serve a person personally with a notice (including a proposed order). If the person to whom the notice is directed is not the owner of the relevant land, the Council will take reasonable steps to also serve the property owner with a copy of the notice.

6.2.1 Acceptable means of service are defined within Section 279 of the *Local Government Act 1999* as being given to the person:

- (a) personally; or
- (b) by leaving it at the last residential or business address of the person known to the Council (including, in the case of a corporation, the registered address of the corporation); or
- (c) by post addressed to the person at the last residential or business address of the person known to the Council; or
- (d) by leaving it in the letter box to which the document could be sent under paragraph (c); or

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- (e) by a means indicated by the person as being an available means of service (such as by facsimile transmission or by delivering it, addressed to the person, to the facilities of a document exchange); or
 - (f) if the document is to be served on a person as the owner of land, the land is unoccupied, and the identity or address of the owner is unknown to the Council - by placing the document on a conspicuous part of the land; or
 - (g) by any means provided for service of the document by another Act or law.
- 6.2.2 If a document must be served on the owner or occupier of land and there is more than one owner or occupier, it is sufficient if the document is served on any owner or occupier (and not on all owners or occupiers).
- 6.2.3 If a person has actual or ostensible authority to accept service of a document on behalf of another, the document may be served on that person as if that person were the other person.
- 6.3 Notice of a proposed order will include:
- 6.3.1 The proposed action, including the terms of the proposed order, and the time period within which compliance with the order is required;
 - 6.3.2 Reason(s) for the proposed action; and
 - 6.3.3 Penalties for non-compliance with the proposed order; and
 - 6.3.4 An opportunity for the person to respond in writing to the proposed order within a specified timeframe.
- 6.4 The time specified for compliance in the notice (or order) may vary due to the nature of the defect, the potential for hazard or injury to others and the effect on the environment. Generally, the following time periods will apply:

Section	Offence	Written Notice Compliance Period	Order Compliance Period
254	Unightly condition of land	14 days	Not less than 7 days nor more than 21 days
254	Hazards on lands adjoining public places	Not less than 48 hours nor more than 14 days	Not less than 48 hours nor more than 21 days
254	Animals that may cause a nuisance or hazard	Not less than 24 hours nor more than 7 days	Not less than 24 hours nor more than 21 days.
254	Inappropriate use of vehicle	14 days	Not less than 48 hours nor more than 21 days
216	Carry out repair / maintenance roadwork	14 days	Not less than 7 days nor more than 21 days
217	Carry out repair or maintenance to road infrastructure	14 days	Not less than 7 days nor more than 21 days
217	Move road infrastructure / equipment to allow council to carry out roadwork	14 days	Not less than 7 days nor more than 21 days
218	Carry out construction, removal or repair of a crossing place to a road	14 days	Not less than 7 days nor more than 21 days

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- 6.5 Notice of the proposed order is intended to provide an opportunity for the person to:
- 6.5.1 Remedy the defect, or
 - 6.5.2 Make representations to the appropriate person to take action, or
 - 6.5.3 Make representations to the Council explaining why the proposed action should not be taken, or any mitigating circumstances.
- 6.6 In the event that a defect is remedied within the specified time period, no further action will be taken.

6.7 Considering Representations

The Council may, after considering any representations about a proposed order:

- 6.7.1 Make an order in accordance with the terms of the original proposal; or
- 6.7.2 Make an order with modifications from the terms of the original proposal (without a requirement to provide further notice before making the modified order); or
- 6.7.3 Determine not to proceed to make an order.

6.8 Making an Order

The order must be made in writing, and will include:

- 6.8.1 The action required, including the reasons for the action;
 - 6.8.2 The terms of the order;
 - 6.8.3 The time period within which compliance with the order will be required;
 - 6.8.4 Penalties for non-compliance with the order, and the ability of Council to take the action required by the order and recover the reasonable costs and expenses of taking that action as a debt from the person; and
 - 6.8.5 A detailed statement of the review rights available to the person, in accordance with Regulation 30 (1) of the *Local Government (General) Regulations 2013*.
 - 6.8.6 A statement about the ability of the Council to vary or revoke the order if satisfied that it is appropriate to do so.
- 6.9 An order, upon issue, may:
- 6.9.1 Include two or more orders in the same instrument, or
 - 6.9.2 Direct two or more persons to do something specified in the order jointly.
- 6.10 An order must be served by the Council on the person to whom it is addressed. If the person to whom the order is directed is not the owner of the land, the Council must take reasonable steps to serve a copy of the order on the owner of the land.
- 6.10.1 The acceptable means of service detailed at Clause 6.2.1 apply in respect of the service of orders.

City of West Torrens Council Policy - Order Making

6.11 If the land is owned or occupied by more than one person the order is not invalidated if it is not directed to all the owners or occupiers.

6.12 The Council may vary any order or revoke any order it sees fit.

7. Action for Non-Compliance with an Order

7.1 Action may be taken as follows if there is non-compliance with the requirements of an order:

- Council may impose statutory penalties, by way of a fine or an expiation fee, in accordance with the Act.
- Council may take the action required by the order itself.
- Council may recover the reasonable costs and expenses incurred in taking the action required in the order as a debt from the person who failed to comply with the order, in accordance with Section 257 of the Act. The person will be given notice in writing of a fixed period within which to pay the debt; being no less than 28 days from the date of the notice.
- Failure to pay the debt will result in interest being accrued and a charge may be imposed on the land for the unpaid amount including interest.

8. Rights of Review

8.1 A person served with an order has a right to appeal. Any such appeal must be lodged to the District Court within 14 days of the order being served.

8.2 The operation of an order continues pending the determination of an application for review unless the District Court, or the Council, makes an interim order suspending its operation.

8.3 The District Court has the power, if satisfied that it is appropriate and just in the circumstances to do so, to vary or set aside an order.

9. Responsibilities

9.1 This policy will be administered by staff with delegated authority under provisions of the Act.

10. Access

10.1 This policy is available for public inspection at the Civic Centre, 165 Sir Donald Bradman Drive, Hilton during normal office hours, and on the Council's web-site.

10.2 A copy of this policy may be purchased for a fee to be determined annually by Council.

Appendix 1

Circumstances to which Order Making Policy will apply

The matters to which this Policy applies are set out below. The matters are stated in general terms with particular examples for illustration. These examples are not intended to be an exhaustive list of the circumstances in which the Policy will apply. They are included to assist the community to understand the purpose and intent of this Policy and the way in which it will be applied.

To do or to refrain from doing what?	In what circumstances?	To whom?	Example(s) of relevant circumstances:
Section 254: Unsightly condition of land			
To take action considered by the council to be necessary to ameliorate an unsightly condition.	Land, or structure or object on land, is unsightly and detracts significantly from the amenity of the locality in which the land is situated.	The owner or occupier of the land.	The storage or keeping, in a visually obtrusive location, of building materials, disused car bodies, machinery or other articles. A partially completed or partially demolished building / structure that has been in that state for more than 6 months and is visually obtrusive.
Section 254: Hazard on lands adjoining a public place			
To fence, empty, drain, fill or cover land (including land on which there is a building or other structure).	A hazard exists that is, or is likely to become, a danger to the public.	The owner or occupier of the land.	Where a dangerous fence (eg. barbed wire) adjoins any road, community land or public place.
To remove overgrown vegetation, cut back overhanging branches, or to remove tree.	The vegetation, branches or tree create, or are likely to create, danger or difficulty to persons using a public place.	The owner or occupier of the land.	Where a fence is required to prevent the escape of animals. Where there are overhanging branches without a 2.7m. clearance over a footpath, overgrown vegetation or materials or structures on land adjoining a public place, which obstructs either the footpath or roadway. Where a fence, hedge or hoarding is over one metre in height and within 6 metres of the corner of an intersection.
To remove or modify a flag or banner, a flagpole or sign, or similar objects or structure that intrudes into a public place.	The relevant object or structure creates, or is likely to create, danger or difficulty to persons using a public place.	The owner or occupier of the land.	Where a flag, banner, flagpole or sign intrudes into a public place.
Where the public place is a road- to take action necessary to protect the road or to remove a hazard to road users.	A situation exists that is causing, or is likely to cause, damage to the road or a hazard to road users.	The owner or occupier of the land.	Where stormwater from a property flows across the footpath or road or where a stormwater disposal system is not approved by council.

To do or to refrain from doing what?	In what circumstances?	To whom?	Example(s) of relevant circumstances:
Section 254: Animals that may cause a nuisance or hazard			
To do or to refrain from doing the thing specified in the order in order to abate a nuisance or a hazard to health or safety associated with a live or dead animal or animals, or otherwise to deal with an animal or animals.	<p>A person is keeping or dealing with (or failing to deal with) an animal or animals (whether the animal or animals are alive or dead) so as to cause, or to be likely to cause, a nuisance or a hazard to health or safety.</p> <p>A person is the owner or occupier of land where an animal or animals are located which may cause, or be likely to cause, a nuisance or a hazard to health or safety, or otherwise to become a pest.</p>	<p>The owner or occupier of the land or any person apparently engaged in promoting or conducting an activity.</p>	<p>The slaughtering of animals in an urban situation.</p> <p>Keeping an excessive number of insects, birds or other animals, including but not limited to:</p> <ul style="list-style-type: none"> more than three (3) pigeons unless the pigeons more than three (3) head of ducks, geese or turkeys over the age of 4 weeks of either sex more than three (3) head of poultry unless they are contained within an appropriate structure. <p>Keeping of bees within close proximity to other property.</p> <p>Keeping animals which generate excessive noise, dust or odour or attract pests or vermin.</p> <p>Keeping an aggressive animal or keeping an animal in a situation where it cannot be adequately contained or may cause danger to the public.</p> <p>Failing to dispose of a European Wasp nest or to allow Council's contractors entry to do so.</p> <p>Failing to bury or otherwise lawfully dispose of any dead animal or bird.</p>
Section 254: Inappropriate use of vehicle			
To refrain from using a caravan or vehicle as a place of habitation.	<p>A person is using a caravan or vehicle as a place of habitation in circumstances that</p> <ul style="list-style-type: none"> (a) present a risk to the health or safety of an occupant; or (b) cause a threat of damage to the environment; or (c) detract significantly from the amenity of the locality. 	<p>The owner or occupier of the land or a person apparently occupying the caravan or vehicle.</p>	<p>A person living in a caravan on a block not supplied with toilet facilities.</p>

Section 216: Owner of Private Road			
To carry out the specified roadwork to repair or improve the private road.	Where the road is found to be in such a condition that it: <ul style="list-style-type: none"> • Presents a risk of health and safety of persons using the road; or • Cause a threat of damage to the environment; or • Detract significantly from the local amenity; • Where the council is required to carry out roadwork. 	The owner of the private road..	Significant pot holes in the private road creating a traffic and/or pedestrian hazard.
Section 218: Owner of land adjoining a road			
To construct, remove or repair a crossing place from the road to the land.	A hazard exists from the establishment of a crossing place from adjoining road to private land.	The owner of land adjoining a road	Inappropriate position of crossing place creating a traffic hazard. Lack of repair creating a hazard to pedestrians.

Appendix 2 Circumstances to which Order Making Policy may apply, in the discretion of the Council

To do or to refrain from doing what?	In what circumstances?	To whom?	Example(s) of relevant circumstances:
Section 217: Owner of Infrastructure installed on a road			
To carry out specific work by way of maintenance or repair work on equipment (including pipes, wires, cables, fittings and other objects) installed in, on, across, under or over a road, or to move the structure or equipment to allow the council to carry out roadwork.	Where the infrastructure is found to be in such a condition that it: <ul style="list-style-type: none"> • Presents a risk of health and safety of persons using the road; or • Cause a threat of damage to the environment; or • Detract significantly from the local amenity; • Where the Council is required to carry out roadwork. 	The owner, lessee or licensee of the infrastructure or equipment.	

ATTACHMENT 2

City of West Torrens Council Policy - Order Making Policy



Council Policy: Order Making Policy

Classification:	Council Policy		
First Issued:	1 August 2000		
Dates of Review:	4 March 2008, 11 June 2010		
Version Number:	3		
DW Doc set ID:	305935		
Next Review Due:	7 September 2015		
Applicable Legislation:	Local Government Act 1999 Local Government (General) Regulations 1999		
Related Policies or Corporate Documents:	Registers of delegations and subdelegations		
Associated Forms:			
Note:	<p>Council is required to have an Order Making Policy in accordance with Section 259 of the Local Government Act 1999.</p> <p>This policy must also undergo at least 4 weeks public consultation prior to endorsement by Council.</p> <p>Any alteration or substitution of this policy with a new policy will require public consultation, unless the Council determines that the alteration or substitution is only a minor significance and would not attract little or no community interest.</p> <p>This policy was previously known as A.3-1 Order Making Policy</p>		
Responsible Manager:	Manager Regulatory Services		
Confirmed by General Manager:	General Manager Corporate & Regulatory Services	Date	11 June 2010
Approved by Executive:		Date	
Endorsed by Strategy & Review Committee:		Date	
Endorsed by Council:		Date	7 September 2010

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Current

City of West Torrens Council Policy - Order Making Policy

Council Policy - Order Making Policy

1. Introduction

- 1.1 The City of West Torrens is committed to using the Order making powers available to it under the *Local Government Act 1999* in such a way as to facilitate a safe and healthy environment, to improve the amenity of a locality, and generally for the good governance of its area.
- 1.2 This Order Making Policy is prepared and adopted pursuant to Section 259 of the *Local Government Act 1999* ("the Act") and sets out the steps Council will take in the making of Orders.

2. Purpose

- 2.1 This Policy sets out the steps Council will take in the making of Orders.
- 2.2 Orders can be issued by Council to instruct owners or occupiers of private land to take action required to resolve an issue as specified within the Act.
- 2.3 Unlike the blanket prohibition of certain activities that exists through by-laws, Orders are intended to apply and be considered on a case-by-case basis.

3. Scope

- 3.1 This policy applies to all owners or occupiers of lands within the City Of West Torrens' boundaries.
- 3.2 This policy applies in respect of making Orders under the following sections of the Local Government Act, 1999 ("the Act"):
 - 3.2.1 Section 254 - Power to make Orders
Section 254 empowers the Council to order a person to do, or refrain from doing, a thing under certain circumstances. This includes infringements specified for:
 - Unsightly condition of property, hazards on lands adjoining a public place.
 - Animals that may cause a nuisance or hazard (includes birds and insects).
 - Inappropriate use of a vehicle.
 - 3.2.2 Section 216 - Power to Order Private Road Owners to Carry out Roadworks
Section 216 empowers the Council to order an owner of a private road to undertake specified roadwork.
 - 3.2.3 Section 217 - Power to Order Road Infrastructure Owners to Carry out Maintenance or Repair Work
Section 217 empowers the Council to order an owner of infrastructure installed on a road to carry out specified maintenance or repair work.
 - 3.2.4 Section 218 Power to Order Adjoining Land Owner to Carry out Works
Section 218 empowers the Council to order an owner of adjoining land to carry out specified work.
 - 3.2.5 Section 299 - Power to Order Vegetation Clearance
Section 299 empowers the Council to require the owner / occupier of adjoining land to remove or cut back vegetation encroaching on to that land.

4. Definitions

4.1 Amenity

Amenity means any quality, condition or factor that makes or contributes to making the locality harmonious, pleasant or enjoyable.

4.2 City

City means the area within the boundaries of the City of West Torrens.

4.3 Service (Serve)

Service is an approved method of delivery of a document on a person.

4.4 Suitably Qualified Expert

Council recognises the following qualification(s) as the minimum qualification for a 'suitably qualified expert' for the purposes of Section 7 *Vegetation Orders*:

- Certificate IV Horticulture (with components of arboriculture)

5. Principles

- 5.1 Wherever possible, reasonable steps will be taken to have works undertaken or to resolve cases of local nuisance or potential hazards by negotiation with or educating the person involved before considering the issue of an Order.

- 5.2 In contemplating the exercise of its Order making powers, the Council will consider each case on its individual merits, in keeping with the following principles which are deemed central to effective assessment and resolution of matters requiring rectification:

5.2.1 The significance of the breach and any other public interest or well-being considerations.

5.2.2 The level of detraction from the amenity of the locality.

5.2.3 The nature of the occurrence; including the frequency, duration and prior history of incidents.

5.2.4 The potential to pursue other options such as negotiation, education, mediation, warnings or other more collaborative approaches.

5.2.5 The principles of natural justice (or procedural fairness) to ensure that decision-making is fair and reasonable. Depending on the circumstances which apply, this may require a decision-maker to:

- inform any person whose interests are or are likely to be adversely affected by a decision, about the decision that is to be made and any case they need to make, answer or address
- provide such persons with a reasonable opportunity to put their case why the proposed action should not be taken or a particular decision should or should not be made
- consider those submissions

City of West Torrens Council Policy - Order Making Policy

- make reasonable inquiries and ensure that a decision is based upon findings of fact that are in turn based upon sound reasoning and relevant evidence
- act fairly and without bias in making decisions, including ensuring that no person decides a case in which they have direct interest
- address an issue without undue delay.

5.2.6 The level of evidence to warrant and support any action.

5.2.7 Opportunities to take action under alternative legislation.

5.2.8 The availability of a more appropriate response by the Council.

5.3 The Council retains an absolute discretion to issue an Order at any stage depending upon the circumstances of each individual matter.

6. Process

6.1 Circumstances Exempt from this Process

In the event that Council considers the circumstances or activity constitutes or is likely to constitute:

- a threat to life; or
- an immediate threat to public health or public safety; or
- an emergency situation,
- and that immediate action is required

It may, in accordance with Section 255(12) of the Act, make an Order and require compliance without undertaking the notification process outlined in this policy.

6.2 Prior to Making an Order

Council will take reasonable steps to serve a written notice of the proposed Order to the person. If the person is not the owner of relevant land, the Council will take reasonable steps to also serve a copy of any notices or Order on the owner of that land.

6.2.1 Acceptable means of service are defined within Section 279 of the *Local Government Act 1999* as being given to the person:

- (a) personally; or
- (b) by leaving it at the last residential or business address of the person known to the Council (including, in the case of a corporation, the registered address of the corporation); or
- (c) by post addressed to the person at the last residential or business address of the person known to the Council; or
- (d) by leaving it in the letter box to which the document could be sent under paragraph (c); or
- (e) by a means indicated by the person as being an available means of service (such as by facsimile transmission or by delivering it, addressed to the person, to the facilities of a document exchange); or
- (f) if the document is to be served on a person as the owner of land, the land is unoccupied, and the identity or address of the owner is unknown to the Council—by placing the document on a conspicuous part of the land; or
- (g) by any means provided for service of the document by another Act or law.

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- 6.2.2 If a document must be served on the owner or occupier of land and there is more than one owner or occupier, it is sufficient if the document is served on any owner or occupier (and not on all owners or occupiers).
- 6.2.3 If a person ("the agent") has actual or ostensible authority to accept service of a document on behalf of another, the document may be served on the agent as if the agent were that other person.

6.3 Notice of the proposed Order must include:

- 6.3.1 The proposed action, including the terms of the proposed Order, and the time period within which compliance with the Order will be required;
- 6.3.2 Reason(s) for the proposed action; and
- 6.3.3 Penalties for non-compliance with the proposed Order; and
- 6.3.4 An opportunity for the person to respond in writing to the proposed Order within a specified timeframe.

6.4 The time specified for compliance in the notice (or Order) may vary due to the nature of the defect, the potential for hazard or injury to others and the effect on the environment. The following time periods will apply:

Section	Offence	Written Notice Compliance Period	Order Compliance Period
254	Unightly condition of land	14 days	Not less than 7 days nor more than 21 days
254	Hazards on lands adjoining public places	Not less than 48 hours nor more than 14 days	Not less than 48 hours nor more than 21 days
254	Animals that may cause a nuisance or hazard	Not less than 24 hours nor more than 7 days	Not less than 24 hours nor more than 21 days.
254	Inappropriate use of vehicle	14 days	Not less than 48 hours nor more than 21 days
216	Carry out repair / maintenance roadwork	14 days	Not less than 7 days nor more than 21 days
217	Carry out repair or maintenance to road infrastructure	14 days	Not less than 7 days nor more than 21 days
217	Move road infrastructure / equipment to allow council to carry out roadwork	14 days	Not less than 7 days nor more than 21 days
218	Carry out construction, removal or repair of a crossing place to a road	14 days	Not less than 7 days nor more than 21 days
299	Remove / Cut back encroaching vegetation	14 days	Not less than 7 days nor more than 21 days

6.5 Notice of the proposed Order is intended to provide an opportunity for the person to:

- 6.5.1 Remedy the defect; or
- 6.5.2 Make representations to the appropriate person to take action; or
- 6.5.3 Make representations to the Council explaining any mitigating circumstances.

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- 6.6 In the event that a defect is remedied within the specified time period, no further action will be taken.

6.7 Considering Representations

The Council may, after considering any representations about a proposed Order:

- 6.7.1 Make an Order in accordance with the terms of the original proposal; or
- 6.7.2 Make an Order with modifications from the terms of the original proposal (without a requirement to provide further notice before making the modified Order); or
- 6.7.3 Determine not to proceed to make an Order.

6.8 Making an Order

The Order must be made in writing and include:

- 6.8.1 The action required, including the reasons for the action;
- 6.8.2 The terms of the Order;
- 6.8.3 The time period within which compliance with the Order will be required;
- 6.8.4 Penalties for non-compliance with the Order, including the ability of Council to take the action required by the Order and recover the debt from the person; and
- 6.8.5 A detailed statement of the review rights available to the person, in accordance with Regulation 20 (1) of the Local Government (General) Regulations 1999.
- 6.8.6 A statement about the ability of the Council to vary or revoke the Order if satisfied that it is appropriate to do so.

- 6.9 An Order, upon issue, may:

- 6.9.1 Include two or more Orders in the same instrument, or
- 6.9.2 Direct two or more persons to do something specified in the Order jointly.

- 6.10 An Order must be served by the Council on the person to whom it is addressed. If the person to whom the Order is addressed is not the owner of the land, the Council must take reasonable steps to serve a copy of the Order on the owner of the land.

6.10.1 The acceptable means of service detailed at Clause 6.2.1 apply to this section.

- 6.11 If the land is owned or occupied by more than one person the Order is not invalidated if it is not directed to all the owners.

- 6.12 The Council may vary any Order or revoke any Order it sees fit.

7. Vegetation Clearance Orders

- 7.1 Any person seeking an Order under Section 299 (Vegetation Clearance) of the Act should provide evidence that there are grounds for making such an Order.

City of West Torrens Council Policy - Order Making Policy

- 7.2 Council is not obliged to make Orders upon simply receiving an application.
- 7.3 The applicant will provide to Council information to allow Council to be satisfied that the encroaching vegetation comprises a threat of damage to persons or property, including:
- Details of the applicant's name and property
 - The species, size and position/s of the vegetation and the impact on the applicant and their property.
 - Reports from suitably qualified and experienced experts detailing:
 - findings from a thorough inspection of the properties regarding the vegetation and any building allegedly being damaged; and
 - a risk assessment outlining the potential consequences and likelihood of any risks to life or property posed by the vegetation; and
 - a determination of the most appropriate course of action, in their professional opinion, made on the basis of the inspection and risk assessment.
 - Where the allegation is that the vegetation impacts the applicant and/or their family's health (eg. through allergies), the applicant must produce medical evidence to support the claim.
 - Details and evidence of all discussions, negotiations and attempts to resolve the matter with their neighbour.
 - An indication of whether they are prepared to meet (or contribute to) the cost of the vegetation's removal.
- 7.4 Each situation will be assessed on its merits. The criteria used in the consideration of each matter will be:
- The level of nuisance resulting from the encroaching vegetation;
 - The degree of any hazard or danger resulting from the encroaching vegetation;
 - The extent of the work required to remove the encroachment;
 - The difficulty and cost involved in undertaking the work;
 - The degree to which other avenues of resolution have been undertaken, for example negotiation with the neighbour, mediation, civil remedies at common law¹, etc.
 - The resources available to the complainant to undertake the work directly or through a third party.
- 7.5 If Council determines that there is insufficient evidence of a threat to life or property or little likelihood of it occurring, the Council will not make an Order for the owner or occupier to complete any work on the vegetation.

8. Action for Non-Compliance with an Order

- 8.1 The following actions will occur if:
- the requirements of an Order are not complied with in the expected time period or
 - within 14 days of the determination of an application for a review of the order, (subject to the outcome of the review).
- 8.1.1 Council may impose penalties, by way of a fine or an expiation fee, in accordance with the relevant section of the Act.
- 8.1.2 Council may take the action required by the Order itself.

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- 8.1.3 Council may recover the reasonable costs and expenses incurred in taking the action required in the Order as a debt from the person who failed to comply with the Order, in accordance with Section 257 of the Act. The person will be given Notice in writing of a fixed period within which to pay the debt; being no less than 28 days from the date of the notice.
- 8.1.4 Failure to pay the debt will result in interest being accrued and a charge may be imposed on the land for the unpaid amount including interest.

9. Rights of Review

- 9.1 The person to whom the Order is directed has the right to appeal against the Order by applying for a review is to be made to the District Court within 14 days after service of the Order.
- 9.2 The operation of the Order continues pending the determination of an application for review unless the District Court, or the Council, makes an interim Order suspending the operation of the Order.
- 9.3 The District Court has the power, if satisfied that it is appropriate and just in the circumstances to do so, to vary or set aside the Order on an application for review.

10. Responsibilities

- 10.1 This Policy will be enforced by staff delegated in writing to undertake Council's powers, functions and duties under the relevant sections of the *Local Government Act, 1999*.

11. Access

- 11.1 This Policy is available for public inspection at the Civic Centre, 165 Sir Donald Bradman Drive, Hilton during normal office hours, and on the Council's web-site.
- 11.2 A copy may be purchased for a fee to be determined annually by Council.

¹ Persons may also apply to the Magistrates Court to have a dispute between neighbours determined. Section 3(1) of the Magistrates Court Act 1991 defines "neighbourhood dispute" as "A dispute between neighbours, or the occupiers of properties in close proximity, based on allegations of trespass or nuisance."

Appendix 1 Circumstances to which Order Making Policy will apply

The matters to which this Policy applies are set out below. The matters are stated in general terms with particular examples for illustration. These examples are not intended to be an exhaustive list of the circumstances in which the Policy will apply. They are included to assist the community to understand the purpose and intent of this Policy and the way in which it will be applied.

To do or to refrain from doing what?	In what circumstances?	To whom?	Example(s) of relevant circumstances:
Section 254: Unsightly condition of land			
To take action considered by the council to be necessary to ameliorate an unsightly condition.	Land, or structure or object on land, is unsightly and detracts significantly from the amenity of the locality in which the land is situated.	The owner or occupier of the land.	The storage or keeping, in a visually obtrusive location, of building materials, disused car bodies, machinery or other articles. A partially completed or partially demolished building / structure that has been in that state for more than 6 months and is visually obtrusive.
Section 254: Hazard on lands adjoining a public place			
To fence, empty, drain, fill or cover land (including land on which there is a building or other structure).	A hazard exists that is, or is likely to become, a danger to the public.	The owner or occupier of the land.	Where a dangerous fence (eg. barbed wire) adjoins any road, community land or public place. Where a fence is required to prevent the escape of animals.
To remove overgrown vegetation, cut back overhanging branches, or to remove tree.	The vegetation, branches or tree create, or are likely to create, danger or difficulty to persons using a public place.	The owner or occupier of the land.	Where there are overhanging branches without a 2.7m. clearance over a footpath, overgrown vegetation or materials or structures on land adjoining a public place, which obstructs either the footpath or roadway. Where a fence, hedge or hoarding is over one metre in height and within 6 metres of the corner of an intersection. Where a flag, banner, flagpole or sign intrudes into a public place.
To remove or modify a flag or banner, a flagpole or sign, or similar objects or structure that intrudes into a public place.	The relevant object or structure creates, or is likely to create, danger or difficulty to persons using a public place.	The owner or occupier of the land.	
Where the public place is a road- to take action necessary to protect the road or to remove a hazard to road users.	A situation exists that is causing, or is likely to cause, damage to the road or a hazard to road users.	The owner or occupier of the land.	Where stormwater from a property flows across the footpath or road or where a stormwater disposal system is not approved by council.

To do or to refrain from doing what?	In what circumstances?	To whom?	Example(s) of relevant circumstances:
Section 254: Animals that may cause a nuisance or hazard			
To do or to refrain from doing the thing specified in the order in order to abate a nuisance or a hazard to health or safety associated with a live or dead animal or animals, or otherwise to deal with an animal or animals.	<p>A person is keeping or dealing with (or failing to deal with) an animal or animals (whether the animal or animals are alive or dead) so as to cause, or to be likely to cause, a nuisance or a hazard to health or safety.</p> <p>A person is the owner or occupier of land where an animal or animals are located which may cause, or be likely to cause, a nuisance or a hazard to health or safety, or otherwise to become a pest.</p>	The owner or occupier of the land or any person apparently engaged in promoting or conducting an activity.	<p>The slaughtering of animals in an urban situation.</p> <p>Keeping an excessive number of insects, birds or other animals, including but not limited to:</p> <ul style="list-style-type: none"> more than three (3) pigeons unless the pigeons more than three (3) head of ducks, geese or turkeys over the age of 4 weeks of either sex more than three (3) head of poultry unless they are contained within an appropriate structure. <p>Keeping of bees within close proximity to other property.</p> <p>Keeping animals which generate excessive noise, dust or odour or attract pests or vermin.</p> <p>Keeping an aggressive animal or keeping an animal in a situation where it cannot be adequately contained or may cause danger to the public.</p> <p>Failing to dispose of a European Wasp nest or to allow Council's contractors entry to do so.</p> <p>Failing to bury or otherwise lawfully dispose of any dead animal or bird.</p>
Section 254: Inappropriate use of vehicle			
To refrain from using a caravan or vehicle as a place of habitation.	<p>A person is using a caravan or vehicle as a place of habitation in circumstances that</p> <ul style="list-style-type: none"> (a) present a risk to the health or safety of an occupant; or (b) cause a threat of damage to the environment; or (c) detract significantly from the amenity of the locality. 	The owner or occupier of the land or a person apparently occupying the caravan or vehicle.	A person living in a caravan on a block not supplied with toilet facilities.

To do or to refrain from doing what?	In what circumstances?	To whom?	Example(s) of relevant circumstances:
Section 216: Owner of Private Road			
To carry out the specified roadwork to repair or improve the private road.	Where the road is found to be in such a condition that it: <ul style="list-style-type: none"> • Presents a risk of health and safety of persons using the road; or • Cause a threat of damage to the environment; or • Detract significantly from the local amenity; or • Where the council is required to carry out roadwork. 	The owner of the private road.	Significant pot holes in the private road creating a traffic and/or pedestrian hazard.
Section 217: Owner of Infrastructure installed on a road			
To carry out specific work by way of maintenance or repair work on equipment (including pipes, wires, cables, fittings and other objects) installed in, on, across, under or over a road, or to move the structure or equipment to allow the council to carry out roadwork.	Where the infrastructure if found to be in such a condition that it: <ul style="list-style-type: none"> • Presents a risk of health and safety of persons using the road; or • Cause a threat of damage to the environment; or • Detract significantly from the local amenity; or • Where the Council is required to carry out roadwork. 	The owner, lessee or licensee of the infrastructure or equipment.	
Section 218: Owner of land adjoining a road			
To construct, remove or repair a crossing place from the road to the land.	A hazard exists from the establishment of a crossing place from adjoining road to private land.	The owner of land adjoining a road	Inappropriate position of crossing place creating a traffic hazard. Lack of repair creating a hazard to pedestrians
Section 299: Vegetation Clearance			
To cut back or remove vegetation encroaching on an adjoining property.	Following an application from the owner or occupier of the adjoining property.	The owner or occupier of the land.	A large branch with obvious damage that is perilously overhanging the roof of a neighbouring property where significant damage to the house would result if action was not taken.

17.2 Development Assessment Panel Delegations Policy

Brief

This report seeks the approval of the *Council Policy - Development Assessment Panel Delegations*.

RECOMMENDATION(S)

It is recommended to Council that the *Council Policy - Development Assessment Panel Delegations* be approved.

Introduction

The *Council Policy - Development Process* (Policy), approved by Council in July 2011, details in what instance and how Council makes delegations to the Chief Executive Officer and subsequently the Chief Executive Officer to staff. It also details the delegations from Council to the Development Assessment Panel (DAP) pursuant to the *Development Act 1993* (Act).

The Policy has been reviewed to ensure compliance with the provisions of the *Local Government Act 1999* and Act as well as current practice. The 13 September 2016 meeting of the Corporate Planning, Policy and Performance Committee (Committee) has recommended to Council that the Policy be revoked subject to the approval of the *Council Policy - Development Assessment Panel Delegations*. A separate report seeking the revocation of the Policy is contained as a later item in this agenda - *the revocation is to occur after the approval of the attached draft Council Policy - Development Assessment Panel Delegations (Attachment 1)*.

Discussion

In proposing this revocation, regard needed to be given to s34(23) and s34(27) of the Act which requires Council to delegate certain powers and functions to the DAP and establish a policy relating to the basis on which it makes those delegations. Consequently, a new policy has been developed specifically to comply with these provisions, *Council Policy - Development Assessment Panel Delegation* (Draft Policy). This Draft Policy only contains information relating to Council's delegations to the DAP.

The proposed Policy:

- Clearly outlines the purpose and scope of the document pursuant to the Act;
- Provides simple and relevant definitions; and
- States simplified and appropriate policy statements.

The Draft Policy was presented to the 13 September 2016 meeting of the Committee, which recommended to Council that it be approved, however as it is a statutory requirement it requires direct consideration and approval by Council.

Conclusion

The *Council Policy - Development Assessment Panel Delegations* is a new policy and is presented to Council for its consideration and approval.

CITY OF WEST TORRENS



Classification:	Council Policy	
First Issued:	TBA	
Dates of Review:		
Version Number:	1	
Next Review Date:	TBA	
DW Doc set ID:	TBA	
Applicable Legislation:	Development Act 1993 (SA)	
Related Policies or Corporate Documents:	Development Assessment Panel Delegations Framework	
Associated Forms:		
Note:		
Responsible Manager:	Manager Business Services	
Confirmed by General Manager:	General Manager Business and Community Services	Date
Approved by Executive:		Date
Endorsed by Council		Date

City of West Torrens Council Policy - Development Assessment Panel Delegations

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Draft

Council Policy - Development Assessment Panel Delegations

1. Preamble

- 1.1 Delegations are a key element in ensuring transparent, accountable and efficient governance and management of the City of West Torrens (CWT). Delegations provide formal authority to officers and committees to make decisions on behalf of Council.
- 1.2 Council is legally required to delegate certain powers to the DAP as the relevant authority in accordance with the *Development Act 1993 (Act)*.
- 1.3 Council is required to develop a policy pursuant to section 34(23) of the Act which details the way in which it provides delegated powers and functions as a relevant authority with respect to determining whether or not to grant development plan consent in accordance with section 34(27) of the Act.

2. Purpose

- 2.1 This policy outlines the basis upon which Council makes the various delegations required by Section 34(23) of the Act and references the conflict of interest conditions pertaining to the exercise of delegated powers.

3. Scope

- 3.1 This policy applies to delegations made by Council to the Development Assessment Panel (DAP).

4. Definitions

- 4.1 **Powers** refer to any decision making authority or the ability to act in exercise of delegations.
- 4.2 **Conflict of interest** refers to a relationship that a delegate has with an individual, company, agency or group that may deter, or be perceived to deter a delegate from acting in the best interests of Council.

5. Policy Statement

- 5.1 Delegations are made to the DAP as a whole and not an individual member.
- 5.2 Delegations will be reviewed regularly and presented to Council and DAP for endorsement.
- 5.3 To allocate these powers and functions to the DAP, the Council must formerly delegate each relevant power to the DAP via a Council resolution. Where delegations exist to the DAP, the Council cannot exercise these powers.
- 5.4 Limitations, conditions or restriction may apply to the powers and functions provided to the DAP and will be detailed in a public register.

City of West Torrens Council Policy - Development Assessment Panel Delegations

- 5.5 The DAP can only exercise the powers delegated to it as and when it meets as a decision making body. No individual member can exercise the powers delegated to the DAP.
- 5.6 The DAP cannot further subdelegate its powers.
- 5.7 The DAP is only delegated powers under the Act and the *Development Regulations 2008*.
- 5.8 If at any time during the consideration or assessment of a matter, a member of the DAP believes that they have a conflict of interest with that matter; it is the responsibility of that person to take appropriate action.
- 5.9 Council delegates all of its powers and functions as a relevant authority with respect to determining whether or not to grant development plan consent under the Act to the DAP in the following circumstances:
 - 5.9.1 Non-complying development - the power to grant development plan consent to development of this nature.
 - 5.9.2 Category 2 and 3 development - the power to hear any representations (in favour or against) and the power to subsequently decide on the proposal.
 - 5.9.3 Refusal - the power to refuse to grant development plan consent where an application does not sufficiently meet the Objectives and Principles of the Development Plan.
 - 5.9.4 All development - the power to determine only those applications where CWT staff have declined to use their delegated powers.

17.3 Delegations Process Policy Revocation

Brief

This report seeks the revocation of *Council Policy - Delegations Process*.

RECOMMENDATION(S)

It is recommended to Council that the *Council Policy - Delegations Process* be revoked subject to the approval of the *Council Policy - Development Assessment Panel Delegations*.

Introduction

Council approved its *Council Policy - Delegations Process* (Policy) at its July 2011 meeting (**Attachment 1**). This Policy details how Council will control, manage and maintain the delegations process and framework. It is very administrative in nature and largely repeats the provisions of the *Local Government Act 1999*.

Discussion

Other than delegations to the Development Assessment Panel (DAP), there is no legal requirement for Council to have this Policy.

In proposing this revocation, regard was given to s34(23) and s34(27) of the *Development Act 1993* (Act) which require Council to delegate certain powers and functions to the DAP and establish a policy relating to the basis on which it makes such delegations to the DAP.

Consequently, to ensure conformance with the Act, a new policy has been developed entitled *Council Policy - Development Assessment Panel Delegations* (Draft Policy) which is presented to Council as a separate report in this agenda. The Draft Policy was presented and recommended for approval at the 13 September 2016 meeting of the Corporate Planning, Policy and Performance Committee (Committee). This Draft Policy is also a statutory requirement and, as such, requires direct consideration and approval by Council.

The Policy was presented to the 13 September 2016 meeting of the Corporate Planning, Policy and Performance Committee (Committee) which has recommended to Council that, subject to the approval of the *Council Policy - Development Assessment Panel Delegations* it be revoked. However, the Policy is a statutory requirement and, as such, requires direct consideration and approval by Council.

Therefore, it is proposed that, subject to Council's approval of the *Council Policy - Development Assessment Panel Delegations*, the *Council Policy - Delegations Process* be revoked.

Conclusion

Given the pertinent information contained in the *Council Policy - Delegations Process* now forms the proposed *Council Policy - Development Assessment Panel Delegations* and all other information is administrative in nature and not required, it is recommended that the *Council Policy - Delegations Process* be revoked subject to approval of the *Council Policy - Development Assessment Panel Delegations*.

City of West Torrens Policy - Delegations Process

CITY OF WEST TORRENS



Council Policy: Delegations Process

[illegible]

City of West Torrens Policy - Delegations Process

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Current

COUNCIL POLICY - Delegations Process

1. Preamble

- 1.1 Council is required to maintain a public register of delegations and review these on an annual basis in accordance with the provisions set out in Section 44(6) of the *Local Government Act 1999*.
- 1.2 Council is required to develop a policy which details the way in which it provides delegated powers in accordance with Section 34(27) of the *Development Act 1993*.
- 1.3 Council recognises the benefit of delegating certain decision making powers to those people who are involved in the provision of community and regulatory services to its stakeholders.

2. Purpose

- 2.1 The purpose of this policy is to outline the principles of delegation and the subsequent provision of power through the subdelegation process.
- 2.2 Council believes that appropriate delegations allow the elected body to focus on developing and strengthening the strategic direction of the Council.

3. Scope

- 3.1 This policy applies to Council, Council Committees, the Development Assessment Panel (DAP) and the Chief Executive Officer (CEO).
- 3.2 This policy relates to the delegations made by Council.
- 3.3 This policy references the conflict of interest conditions pertaining to the exercise of delegated powers.
- 3.4 This policy includes instructions on how to access the delegation process documents of the City of West Torrens (CWT).

4. Definitions

- 4.1 **Powers** refer to any decision making authority or ability to act in exercise of delegations.
- 4.2 **Conflict of interest** refers to a relationship that a delegate has with an individual, company, agency or group that may deter, or be perceived to deter a delegate from acting in the best interests of Council (Refer to Part 4 of the *Local Government Act 1999*).

5. Policy Statement

5.1 Instrument of Delegations.

- 5.1.1 The CWT derives its instrument of delegations from the information provided by the Local Government Association (LGA).

- 5.1.1.1 The documents and templates, provided as a guide by the LGA, have been modified to suit the purposes of CWT.

5.2 Delegations by the Council.

- 5.2.1 The *Local Government Act 1999* (the Act) provides the ability for the elected body (Council) to allocate decision making powers to act in certain situations to a person, position, authorised officer, committee or subsidiary. The ability to do so is outlined in Section 44(2) of the Act.
- 5.2.2 The Act also allows for certain powers under other acts to be delegated by the Council.
- 5.2.3 There are certain powers which the Council is not able to delegate (as listed in Section 44(3) of the Act).
- 5.2.4 The provision of powers to the CEO as the Head Delegate or to the DAP does not negate or limit the ability of the Council to act, or exercise powers of decision making, in any circumstance.

5.3 Delegations by the Council to the Chief Executive Officer.

- 5.3.1 To allocate these powers, the Council must formally delegate each power to the position of CEO as its head delegate via a Council resolution.
- 5.3.2 Limitations, conditions or restrictions may apply to the powers provided to the Head Delegate. These, along with the delegations must be detailed in a public register. (Refer to [CEO Delegations Framework](#))
- 5.3.3 In providing powers to the CEO as Head Delegate, the CEO is able to act independently of Council (and does not need to refer the decisions to Council).
- 5.3.4 The CEO has the legal ability to further subdelegate powers (Section 101 of the Act) unless the Act prohibits the subdelegation of a particular clause of the Act.

5.4 Delegations by the Council to the Development Assessment Panel.

- 5.4.1 Council is legally required to delegate certain powers to the DAP as the relevant authority in accordance with the Development Act 1993. To allocate these powers, the Council must formally delegate each relevant power to the DAP via a Council resolution.
- 5.4.2 Limitations, conditions or restriction may apply to the powers provided to the DAP. These, along with the approved delegations to the DAP are required to be detailed in a public register. (Refer to the [DAP Delegations Framework](#))
- 5.4.3 The DAP can only exercise the powers delegated to it as and when it meets as a decision making body. No individual member can exercise the powers delegated to the DAP.
- 5.4.4 The DAP cannot further subdelegate its powers.

- 5.4.5 The DAP is only delegated powers under the *Development Act 1993* and the *Development Regulations 2008*.

5.5 Delegation by External Organisations or Bodies.

- 5.5.1 There are delegations that can be provided directly to a position or an officer of Council from an external governing body or other organisations. Council has no influence or control over the provision of these powers.

5.6 Conflict of Interest

- 5.6.1 If at any time during the consideration or assessment of a matter, a delegate thinks that they have a conflict of interest with that matter; it is the responsibility of that person to take appropriate action.

5.7 Inspection and Purchase of the Delegation Register

- 5.7.1 As specified within the Act (Section 44(6)), a person is entitled to inspect the Delegation Register free of charge and is comprised of the following documents:
- Council Minuted Resolution approving the Delegations to the Head Delegate
 - [CEO Delegations Framework](#)
 - [DAP Delegations Framework](#)
 - [Subdelegation Framework](#)
 - [Revocation and Instrument of Subdelegations Document](#)
- 5.7.2 These documents form the 'Delegations Register'. The Delegations Register is available on the CWT website and can be viewed at the Civic Centre, 165 Sir Donald Bradman Drive, Hilton SA 5033.
- 5.7.3 Copies of part of or the entire the Delegations Register can be obtained for a fee per page as detailed in the *Fees and Charges Register*.

17.4 Metropolitan Local Government Group Nominations for LGA President, Board Members and Deputy Board Members

Brief

This report advises Council that the Local Government Association is seeking nominations for LGA President (Office of President), board members and deputy board members representing the Metropolitan Local Government Group.

RECOMMENDATION(S)

It is recommended to Council that:

1. Mayor / Cr be nominated as Board Member or Deputy Board Member representing the Metropolitan Local Government Group.

Or

The report be received.

Introduction

Correspondence has been received from the Local Government Association (LGA) seeking nominations for Office of President, board members and deputy board members representing the Metropolitan Local Government Group (MLGG) (**Attachment 1**).

Discussion

In accordance with the LGA Constitution, the LGA is required to call for nominations to fill the positions of LGA President, board members and deputy board members prior to officers' retiring every second year.

Office of President Nominations

In order to be eligible for nomination to the Office of President a person must be a Councillor or Mayor who has served as a Board Member of the LGA Board for at least 12 continuous months from the conclusion of the previous general election 1 May 2015 to the date of the call for nominations for President.

There are nine (9) persons eligible for nomination as President in this round of nominations, none of whom is a member of the City of West Torrens. The list of the persons eligible for nomination as Office of President to the MLGG are included within **Attachment 2**.

Board Member or Deputy Board Member Nominations

There are eight (8) Board Member positions available along with four (4) Deputy Board Member positions. Board member nominations must also include a nomination for a deputy board member.

As a constituent council of the MLGG, Council is eligible to nominate one, and only one, of its Elected Members as a board member and one as a deputy board member (**Attachment 1**).

Timeline for Nominations

Nominations must be forwarded to the LGA by cob **Thursday 6 October 2016**.

If the number of nominations received by the LGA is in excess of the number of vacancies, an election will be conducted via a postal ballot. If this occurs, councils will receive ballot papers by Monday 24 October 2016 and a separate report will be presented to Council followed by the ballot.

The closing date for receipt of votes is by no later than 5pm Friday 9 December 2016. All votes will be counted and provisional declaration made on Monday 12 December 2016.

Additional Information

Attached for Members' information, are copies of the nomination forms for Office of President and Board Member to the MLGG together with specification for the provision of candidate information (**Attachment 3**).

Also attached for Members' information is a copy of an extract from the LGA Constitution, further detailing the roles and responsibilities of the Office of President and Board Member on the MLGG (**Attachment 4**).

Cr Mangos has expressed interest in being nominated as a board member to the MLGG.

Conclusion

The Administration will submit Council's nomination to the LGA by cob Thursday 6 October 2016.

ATTACHMENT 1



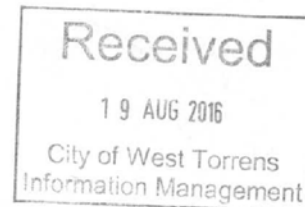
Local Government Association
of South Australia

The voice of local government.

Our Reference: 642096/RD : DB

18 August 2016

Mr Terry Buss
Chief Executive Officer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033



Dear Terry

**Call for Nominations for LGA President, and Board Members and Deputy Board Members
representing Metropolitan Local Government Group**

The LGA Constitution outlines the process and timeline for the conduct of Board elections. It includes provision for the calling of nominations for the office of President, Board Members, and Deputy Board Members by no later than 1 September before officers are to retire in every second year. This means that an election is due to be commenced prior to 1 September 2016. The purpose of this letter is to invite nominations from your council for President, Board Members and Deputy Board Members.

In accordance with clause 55 of the LGA Constitution, (available at <http://www.lga.sa.gov.au/corpdocs>) I am required to call for nominations for the office of President and Board Members and Deputy Board Members and, if necessary, conduct an election (by way of postal voting).

Accordingly, I write to you in your capacity as the Chief Executive Officer of an Ordinary Member Council of the Metropolitan Local Government Group to invite nominations from your council, firstly, for the position of LGA President, and, secondly, for the positions of Board Members and Deputy Board Members representing the Metropolitan Local Government Group.

Pursuant to clause 49.3 of the Constitution the number of positions available are up to 8 Board Members and 4 Deputy Board Members to represent the Metropolitan Local Government Group. If the number of nominations exceeds the number of vacancies, the representatives will be elected from those persons who are nominated.

.../2

-2-

Eligibility Criteria

for President

Clause 46 of the Constitution requires that:

- In order to be eligible for nomination to the **Office of President** a person must be a Councillor or Mayor who has served as a Board Member of the LGA Board for at least 12 continuous months from the conclusion of the previous general election, 1 May 2015, to the date of the call for nominations for President.
- The office of President must be occupied on a rotational basis by a member of a 'country' council (being any council that is not a member of the Metropolitan Local Government Group) and then, a member of a constituent council of the Metropolitan Local Government Group. Commencing at the end of the next election the Office of the President will be occupied by a member of a 'metropolitan' council for a two year term.
- a Deputy Board Member cannot be nominated for the position of President.

for Board Members and Deputy Board Members

Pursuant to Clause 57 of the Constitution:

- in order to be eligible for nomination as a Board Member or Deputy Board Member representing a Region, a person must be a member of a constituent council of that Region;
- a council may nominate one eligible person to act as a Board Member or Deputy Board Member from their own council. However, only one member of a council may be nominated for such office;
- a nomination for a Board Member may only be made by resolution of the council and using the **enclosed** form. The form must be signed by both the candidate nominated by the council to indicate his/her willingness to stand for election, and by you as the Chief Executive Officer of the nominating council; and
- unless stated otherwise a nomination to act as a Board Member includes a nomination to as a Deputy Board Member.

Nomination

Under Clause 57.4 of the Constitution "*an Ordinary Member cannot nominate a candidate outside of its own elected body*".

.../3

-3-

A nomination as a Board Member or Deputy Board Member representing the Metropolitan Local Government Group must be a member of a constituent council of the Metropolitan Local Government Group. That is, a member of one of the following councils:

- Adelaide City Council
- Adelaide Hills Council
- City of Burnside
- Campbelltown City Council
- City of Charles Sturt
- Town of Gawler
- City of Holdfast Bay
- City of Marion
- City of Mitcham
- City of Norwood, Payneham & St Peters
- City of Onkaparinga
- City of Playford
- City of Port Adelaide Enfield
- City of Prospect
- City of Salisbury
- City of Tea Tree Gully
- City of Unley
- Town of Walkerville; and
- City of West Torrens.

A council may nominate one eligible person to act as a Board Member or Deputy Board Member from their own council. However, only one member of any council may be nominated for office. A President may be from the same council as a Board or Deputy Member.

A nomination may only be made by resolution of the council and using the **enclosed** form. The form must be signed by both the candidate nominated by the council to indicate his/her willingness to stand for election, and by you as the Chief Executive Officer of the nominating council;

I have enclosed, for your information, a list of the Board Members who are eligible to be nominated for President.

Voting

As the Returning Officer I am required to conduct a postal ballot if the number of nominations for the above positions exceeds the required number of candidates. If a ballot is required, the distribution of ballot papers to councils will include any information provided by the candidates to the Returning Officer in accordance with the requirements specified in clause 64.2 of the Constitution. This information is to be provided by the candidate with the nomination form.

As per the LGA Constitution, if an election is required, a preferential voting system will be used being the system contained in the *Local Government (Elections) Act 1999*, commonly known as 'proportional representation'.

.../4



The voice of local government.

-4-

Timetable

The following timetable will be adhered to:

Action	Responsibility	Due Date
Receipt of Nominations	CEO of Ordinary Member Council	by Thursday 6 October 2016
Ballot Papers Prepared (if required)	Chief Executive Officer of the LGA	by Friday 21 October 2016
Ballot Papers posted to councils	Chief Executive Officer of the LGA	Monday 24 October 2016
Closing date for receipt of votes	CEO of Ordinary Member Council	by 5:00pm Friday 9 December 2016
Vote Count and (provisional) declaration		Monday 12 December 2016

All nominations (and any accompanying candidate information) must be addressed to me as the LGA's Returning Officer using the envelope provided and must be received by 5:00pm, Thursday 6 October 2016.

Extracts from the LGA Constitution in relation to the role and responsibilities of the President and other LGA Board Members are enclosed for your information.

If you have any questions in relation to the election process, please contact myself or Robert Drusetta, Director Corporate Services on 8224 2020 or email robert.drusetta@lga.sa.gov.au.

Yours sincerely

Matt Pinnegar

Chief Executive Officer/Returning Officer

Telephone: (08) 8224 2022

Email: matt.pinnegar@lga.sa.gov.au

Attachments:

- 1 List of Board Members eligible to be nominated as President
- 2 Nomination Form - President
- 3 Nomination Form – Board Member/Deputy Board Member representing the Metropolitan Local Government Group
- 4 Returning Officer requirements for candidate information
- 5 Roles & Responsibilities – President and Board Members (extract from LGA Constitution)

ATTACHMENT 2



Local Government Association
of South Australia

The voice of local government.

Attachment 1

Persons Eligible for Nomination as President

(in alphabetical order by council name)

Name	council
Cr Sue Clearihan	Adelaide
Mayor David Parkin	Burnside
Cr Jill Whittaker	Campbelltown
Mayor Angela Evans	Charles Sturt
Mayor Glenn Spear	Mitcham
Mayor Robert Bria	Norwood, Payneham & St Peters
Mayor Lorraine Rosenberg	Onkaparinga
Mayor David O'Loughlin	Prospect
Mayor Lachlan Clyne	Unley

ATTACHMENT 3



The voice of local government.

2016 Nomination Form

President

The

(Name of council making the nomination)

hereby nominates

(Full Name)

of

(Name of council of which the nominee is a member)

being a Member of such council to the position of **LGA President**

Dated this

day of

(Signature of Chief Executive Officer)

and I, the person nominated, hereby accept such nomination and consent to act as President if so elected.

(Signature of Candidate)

Close of Nominations: 5:00pm 6 October 2016



Local Government Association
of South Australia

The voice of local government.

2016 Nomination Form

Representative of Metropolitan Local Government Group

The

(Name of council making the nomination)

hereby nominates

(Full Name)

of

(Name of council of which the nominee is a member)

being a Member of such council to the position of **Board Member or Deputy Board Member**
representing the Metropolitan Local Government Group

Dated this

day of

(Signature of Chief Executive Officer)

and I, the person nominated, hereby accept such nomination and consent to act as a
Board Member or Deputy Board Member if so elected

(Signature of Candidate)

Close of Nominations: 5:00pm 6 October 2016



Local Government Association
of South Australia

The voice of local government.

Attachment 4

Specifications for the Provision of Candidate Information

LGA President / Board Member Representative of Metropolitan Local Government Group

The information must:

- be typed in the attached format (and must not exceed one side of an A4 sheet of paper).
- be provided under the following headings:
 - Name of Candidate
 - Name of council
 - Current council Position(s)
 - Local Government Experience/Knowledge
 - Local Government Policy Views and Interests
 - Other Information
- not contain any references, direct or otherwise, to any other candidates
- not include a photograph
- be supplied in a manner that is suitable and ready for photocopying
- not contain any statement purporting to be a fact that is inaccurate or misleading.

Please note:

1. The information does not need to be authorised by anyone.
2. The Returning Officer reserves the right to determine whether or not the information provided fits within the above requirements. In the event that the Returning Officer determines that it does not, the Returning Officer will endeavour to contact the candidate to discuss the matter.
3. The information needs to be received by the Returning Officer **by 5.00pm on 6 October 2016.**

Matt Pinnegar
Returning Officer



The voice of local government.

LGA Board Member

Candidate Information

Position Sought (tick whichever position applicable):

- ☐ **LGA President or**
- ☐ **Board Member Representative of Metropolitan Local Government Group**

Word limit is strictly 1,000 words (pursuant to clause 64.2 of the Constitution)

Name:

Council:

Current council position(s)

Local Government Experience / Knowledge

Local Government Policy Views & Interests

Other Information

This information is to accompany a nomination form and must be received by the Returning Officer of the Region by 5.00pm on 6 October 2016

ATTACHMENT 4



Local Government Association
of South Australia

The voice of local government.

Attachment 5

LGA Board Member Roles & Responsibilities

Extract From LGA Constitution

The President

46.4 The President has these functions:

- 46.4.1 to be a member of, to chair and to provide leadership to the Board;*
- 46.4.2 to be a member of, to chair and to provide leadership to the Management Group;*
- 46.4.3 to chair general meetings;*
- 46.4.4 to represent the LGA to the wider community and the media, consistent with adopted policy positions of the LGA; and*
- 46.4.5 those of a Board Member, as if a Board Member.*

Board Members

50.4 A Board Member has these functions:

- 50.4.1 to be on the Board and make reasonable endeavours to attend and participate in each meeting of the Board;*
- 50.4.2 contribute to the LGA by providing leadership for local government and pursuing the objects of the LGA;*
- 50.4.3 represent the LGA in a positive manner to the wider community in South Australia and, if the opportunity arises, nationally and internationally;*
- 50.4.4 present to the Board the interests and views of the Ordinary Members of the Region they represent or of the Unincorporated Areas as the case may be; and*
- 50.4.5 (subject to any overriding duty of confidentiality) convey decisions of the Board and other information back to the Ordinary Members of the Region they represent or Unincorporated Areas as the case may be.*

18. LOCAL GOVERNMENT BUSINESS

18.1 Local Government Circulars

Brief

This report provides a detailed listing of current items under review by the Local Government Association.

RECOMMENDATION(S)

It is recommended to Council that the Local Government Circulars report be received.

Discussion

The Local Government Association (LGA) distributes a weekly briefing on a range of matters affecting the general functions, administration and operations of councils through a 'General Circular'.

The indices attached for Members' information in this report are numbers 35 and 36.

If Members require further information, they may contact the Chief Executive Officer's Secretariat. In some circumstances, it may then be appropriate for the Member to contact the relevant General Manager for more information.

ATTACHMENT 1



**Local Government Association
of South Australia**

36.3 Local Government Aboriginal Employment Cluster

A Local Government Aboriginal Employment Cluster Group has now been formed and the inaugural meeting will be held on Thursday, 29 September 2016. Further information is included in this circular.

36.2 LGA Governance Review

In January 2016, the LGA Board resolved to pursue a number of key initiatives including undertaking an LGA Board Governance review. This circular provides an update.

37.2 Governance Review Consultations

Register now to provide your input. Further to Circular 36.2 LGA Governance Review, consultation session details for the Governance Review are being finalised and registration options to attend a session in your region are available in this circular.

36.1 Smart Cities & Suburbs Program

The Federal Government has announced it will be holding roundtables in all major cities to introduce the Smart Cities & Suburbs Program and encourage input on how it can be designed to best meet local needs.

36.4 Councils' input into the State government's Small Business Statement

The South Australian Government is seeking councils' input to update its strategy to support the growth of small businesses in South Australia. This circular provides further detail and a link to a short survey.

36.5 Expression of Interest - Certificate IV in Risk Management Essentials

The LGA Education and Training Service, in conjunction with the Paladin Risk Management Training Academy, is excited to announce our new qualification - Certificate IV in Risk Management Essentials. We are seeking expression of interest from the sector to participate. Further details can be found in this circular.

36.6 Expression of Interest - Diploma of Risk Management and Business Continuity

The LGA Education and Training service, in conjunction with the Paladin Risk Management Training Academy, is excited to announce our new qualification - Diploma of Risk Management and Business Continuity. We are seeking expression of interest from the sector to participate. Further details can be found in this circular.



Local Government Association of South Australia

36.2 LGA Governance Review

In January 2016, the LGA Board resolved to pursue a number of key initiatives including undertaking an LGA Board Governance review. This circular provides an update.

35.2 Council Member - Vehicle Reimbursement 2015/16

Rates for reimbursement of Council Member motor vehicle usage for the 2015/16 financial year have been released by the Australian Tax Office. These rates are effective from 1 July 2015.

35.1 Non-Drinking Water Guidelines

To improve the awareness and understanding of installation requirements of non-drinking water systems, and associated regulatory responsibilities within the plumbing and water industries, the Office of the Technical Regulator (OTR) has developed draft Non-drinking water guidelines. Further details can be found in this circular.

35.4 2016 LGA Conference and AGM - Program Outline and Registrations now open

Registrations for the 2016 LGA Conference and AGM are now open. Further information about the program and the event can be found in this Circular.

35.3 State Wage Case Determination 2016

The Full Bench of the Industrial Relations Commission of South Australia has determined to increase the Minimum Standards for Remuneration by 2.4% which is in line with the National Wage Case Decision.

35.5 New LGA Website

From Monday 5 September the LGA will have a new website which is accessible and responsive across all devices. This Circular contains further information on the changes to the LGA Website which maintains and enhances a members only section.

36.1 Smart Cities & Suburbs Program

The Federal Government has announced it will be holding roundtables in all major cities to introduce the Smart Cities & Suburbs Program and encourage input on how it can be designed to best meet local needs.

19. MEMBERS' BOOKSHELF

- Murray Darling Association Inc - Strategic Plan 2016-19 - It's in the balance
- Draft 30-Year Plan for Greater Adelaide 2016 Update

RECOMMENDATION

That the additions to Members' bookshelf be noted.

20. CORRESPONDENCE

20.1 Commonwealth Financial Assistance Grants to City of West Torrens 2016/17

Correspondence has been received from the Minister for Local Government of the Government of South Australia, Hon Geoff Brock MP, regarding the approval and allocation of the Commonwealth Financial Assistance Grants to City of West Torrens for 2016/17 (**Attachment 1**).

RECOMMENDATION

That the correspondence be received.

20.2 Lockleys Oval - Coalition Governments Election Commitment

Correspondence has been received from the Minister for Local Government and Territories of the Government of South Australia, Senator the Hon Fiona Nash, and Senator for South Australia, the Hon Simon Birmingham, regarding the confirmation of the Coalition Governments election commitment of \$3,250,000 to Lockleys Oval (**Attachment 2**).

RECOMMENDATION

That the correspondence be received.

20.3 Marion Road Resurfacing

Correspondence has been received from the Manager of Road and Marine Assets of the Department for Planning, Transport and Infrastructure, Ms Janey Mitson, acknowledging Council's letter dated 20 June 2016 in relation to the timing for resurfacing of Marion Road between Mooringe Avenue and Sir Donald Bradman Drive. This correspondence is in relation to a motion without notice - Marion Road Resurfacing, at the Council meeting of 3 May 2016 (**Attachment 3**).

RECOMMENDATION

That the correspondence be received.

20.4 Local Government Finance Authority (LGFA) Board - Nomination Support

Correspondence has been received from the Mayor of the City of Mitcham, Mr Glenn Spear, requesting Council support for the nomination of Cr John Sanderson for a position on the Local Government Finance Authority (LGFA) Board (**Attachment 4**).

RECOMMENDATION

That the correspondence be received.

20.5 \$12 million City of Adelaide Bike Infrastructure Investment

Correspondence has been received from the Lord Mayor, Martin Haese, regarding the City of Adelaide and State Government announcement of a \$12 million infrastructure investment to transform the city experience for existing and new bike riders (**Attachment 5**).

RECOMMENDATION

That the correspondence be received.

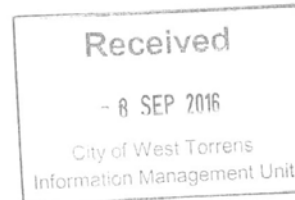
ATTACHMENT 1

COPY



Government
of South Australia

eA179443



Mayor John Trainer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033

Dear Mayor Trainer

A handwritten signature in dark ink, appearing to read "John Trainer".

I am pleased to advise that the Local Government Grants Commission's (the Commission) recommendations for the distribution of the Commonwealth Financial Assistance Grants to Councils for 2016-17 have been submitted to the Australian Government and approved by Senator the Hon Fiona Nash, Federal Minister for Local Government and Territories on 8 August 2016.

As you would be aware, the 2016-17 Federal Budget has had a significant impact on funding to local governing authorities in South Australia.

The Supplementary Local Road Funding Program, which provided additional funding to South Australia up to 30 June 2014, has not been reinstated by the Australian Government in the 2016-17 Federal Budget. This funding was provided in recognition of the inequitable share of the Identified Local Road Grants to South Australia.

Savings measures originally announced as part of the 2014-15 Federal Budget will continue for 2016-17. The indexation of Financial Assistance Grants, which is an annual increase in grants based on population changes and increases in the Consumer Price Index, has been frozen for a period of three years and commenced on 1 July 2014.

The impacts of these measures on funding for local government in South Australia are significant. Freezing the indexation of Financial Assistance Grants will see a reduction in grants of approximately \$0.66 million for 2016-17, due to South Australia's declining proportion of the National population.

Minister for Regional Development
Minister for Local Government

Level 17, 25 Grenfell Street Adelaide SA 5000 | GPO Box 2557 Adelaide SA 5001 DX 667
Tel 08 8226 1300 | Fax 08 8226 0316 | pisa.MinisterBrock@sa.gov.au



- 2 -

This is compounded by the loss of the Supplementary Local Road Funding Program, estimated to have provided approximately \$20 million in 2016-17, placing a significant burden on local governing authorities to maintain local services and infrastructure.

The Australian Government has provided additional local road funding in 2016-17 as part of the Roads to Recovery Program from the reintroduction of indexation of the Federal fuel excise. While this funding is significant and welcomed, it does not address the continued inequity of funding to South Australian councils.

As Minister for Local Government, I am working closely with the Local Government Association of South Australia in lobbying the Australian Government to have these programs restored. I urge you to take every opportunity to lobby your Federal Member of Parliament.

The total allocation of the 2016-17 Financial Assistance Grants for South Australia is \$151.4 million. This allocation has two components that are distributed using different assessment methods.

The general purpose grants for South Australia total \$112,768,578, a decrease of 0.6% from 2015-16 and the identified local road grants of \$38,657,876 have been held to the same level as 2015-16. The identified local road component includes formulae based funding of \$32,858,876. The Special Local Roads Program has funding of \$5,799,000.

The Australian Government advised that there was a small underpayment of \$30,705 in the 2015-16 grants, due to rounding of the total grant pool. This amount will be added to the cash grants received by councils during 2016-17 in proportion to their approved 2015-16 distributions.

In summary, the total allocation to the West Torrens Council for the 2016-17 year consists of:

General Purpose Grant	\$	1,174,563	
Roads (Formulae Funding)	\$	592,045	
Roads (Special Local Roads Program)	\$	1,250,000	*
Total Estimated Grant for 2016-17	\$	3,016,608	
Add Adjustment for 2015-16 underpayment (GPG)	\$	320	
Add Adjustment for 2015-16 underpayment (ILRG)	\$	0	
Total Cash Payable	\$	3,016,928	**

* Monies provided under the Special Local Roads Program (Financial Assistance Grants) have been allocated for work on the following project: West Thebarton Road, Thebarton

** Note figures above the Total Cash Payable figure have been rounded to the nearest dollar.

- 3 -

To calculate the general purpose grants, both the capacity of councils to raise revenue and their expenditure needs relative to the average or standard council are assessed. Greater funding is directed to councils with less capacity to raise revenue from rates (i.e. those councils with lower than average property values) or where services cost more to provide for reasons outside a council's control (i.e. those councils with higher than average expenditure needs).

The Commission has an ongoing commitment to review the methodology used to assess councils' need for financial assistance and there have been a number of modifications to its methodology for 2016-17.

The Commission has completed the first part of a review of its Other Needs Assessment for 2016-17 and incorporated a number of changes to its assessment process to provide a more direct method of recognising expenditure need in relation to: cultural and tourism; environmental; and coastal protection expenditure. It has also reviewed the allowance provided for isolation, providing an increased recognition to rural councils with higher costs of providing services.

The grants are untied and will be paid in four quarterly instalments, with the first instalment recently paid. Further instalments will be paid in November 2016, February 2017 and May 2017.


It would be appreciated if you could forward this information to the relevant council officers.

Should you have any queries regarding your Council's grant, please contact Mr Peter Ilee, the Commission's Executive Officer, on telephone 7109 7148 or via email at grants.commission@sa.gov.au

Yours sincerely



Hon Geoff Brock MP
Minister for Regional Development
Minister for Local Government

4  September 2016

cc Mr Terry Buss, Chief Executive Officer

ATTACHMENT 2



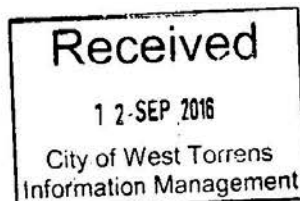
Senator the Hon Fiona Nash

Minister for Regional Development
Minister for Local Government and Territories
Minister for Regional Communications
Deputy Leader of The Nationals

Senator The Hon Simon Birmingham

Minister for Education and Training
Senator for South Australia

Mr Terry Buss
Chief Executive Officer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033



7 SEP 2016

Dear Mr Buss

We are writing to confirm the Coalition Government's election commitment of \$3,250,000 to Lockleys Oval.

The commitment will be delivered through the Community Development Grants (CDG) programme which funds community infrastructure projects across Australia.

The Coalition is committed to supporting local communities to prosper and grow. Local infrastructure projects are critical if we want to boost economic growth and improve local amenities and facilities.

During the recent election campaign, we demonstrated our commitment to making a genuine and lasting difference to communities across Australia.

The CDG programme is delivered by the Department of Infrastructure and Regional Development. A Departmental Officer will contact you shortly to discuss the next steps. This includes undertaking any final due diligence and preparing a Deed of Agreement.

Whilst this letter reconfirms our commitment to your project I recommend that you do not enter into financial commitments or begin any construction work on the project until such time a Deed of Agreement has been signed with the Australian Government.

We wish you every success and look forward to seeing the project completed.

Yours sincerely

FIONA NASH

SIMON BIRMINGHAM

ATTACHMENT 3

*In reply please quote
Enquiries to Andrew Bosco
Telephone 08 8343 2327*

2016/1253 Information Management Unit

Received

- 1 SEP 2016

City of West Torrens



Government of South Australia

Department of Planning,
Transport and Infrastructure

Mr Joe Ielasi
Manager City Assets
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033

**SAFETY AND SERVICE
DIVISION**

77 Grenfell Street
Adelaide SA 5000

GPO Box 1533
Adelaide SA 5001

Telephone: 08 8343 2222
Facsimile: 08 8343 2768

ABN 92 366 288 135

Dear Mr Ielasi,

MARION ROAD RESURFACING

I refer to your letter dated 20 June 2016, regarding the timing for resurfacing of Marion Road between Mooring Avenue and Sir Don Bradman Drive.

To ensure the greatest benefit for the community, a priority system is used to assess major resealing / resurfacing projects to receive state-wide funding. This approach ensures funds are allocated to the projects where the greatest benefit can be provided to the community as a whole.

The department will invest over \$1.1 million to resurface the southbound carriageway between Richmond Road and Anzac Highway in the 2016/17 financial year and the northbound carriageway between Henley Beach Road and Sir Don Bradman Drive in the 2017/18 financial year. The works proposed for 2016/17 is within the section that was raised in the Council meeting on 3 May 2016.

In December 2013, the department resurfaced the southbound carriageway between Henley Beach Road and Keswick Bridge in conjunction with SA Water works.

The department will continue to review resurfacing priorities for Marion Road and may include other sections of Marion Road in future financial year programs.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Janey Mitson".

Janey Mitson
Manager, Road and Marine Assets

10 August 2016

ATTACHMENT 4

CITY OF



MITCHAM

*Office of the Mayor
Glenn Spear*

7th September 2016

Dear Mayor and Councillors

The City of Mitcham is once again pleased to nominate Cr. John Sanderson for a position on the Local Government Finance Authority (LGFA) Board.

Cr. Sanderson has been active in local government for twenty seven years and has a solid background in the skills and expertise required within the finance industry to represent and contribute to the LGFA Board.

Cr Sanderson has served on the LGFA Board for the past twenty-four years originally as a Deputy Trustee and elected by the local government community for the past twenty-one years. During this time the LGFA has achieved some outstanding results for the benefit of Councils across South Australia.

Cr Sanderson's Curriculum Vitae (CV) is attached to the voting papers for your information and he is willing and able to represent local government on the Board of the LGFA.

We would appreciate your Council's support for John's re-election.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Glenn Spear', with a stylized flourish underneath.

Glenn Spear
MAYOR

Street Address:
131 Belair Road
Torrens Park SA 5062

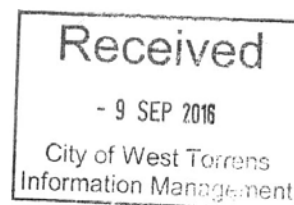
Postal Address:
PO Box 21
Mitcham Shopping Centre
Torrens Park SA 5062

Phone: (08) 8372 8867
Fax: (08) 8372 8101
Mobile: 0438 221 762
gspear@mitchamcouncil.sa.gov.au
www.mitchamcouncil.sa.gov.au

ATTACHMENT 5



OFFICE OF THE LORD MAYOR



Hon John Trainer OAM
Mayor
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033

Dear Mayor Trainer

\$12 million City of Adelaide Bike Infrastructure Investment

I would first like to thank you for your time in discussing the recent announcement in relation to bike infrastructure in the city.

As you are aware, on 27 July Adelaide City Council (Council) and State Government announced a \$12 million partnership to transform the city experience for existing and new bike riders.

This is the largest single investment in bike infrastructure in the city for many decades, and will support the State and Council transport and movement targets to double the number of people cycling by 2020. It also strongly aligns with the vision for Adelaide to be Carbon Neutral by 2050, as well as the City of Adelaide's Strategic Plan 2016-2020 vision of being a Smart, Green, Liveable and Creative City.

The \$12 million partnership will deliver the following:

- The north-south Frome Bikeway between Greenhill Road and Fitzroy Terrace linking Rugby-Porter and Glenside bikeways (City of Unley and City of Burnside) to the south, and Braund Road and Prospect Road bikeways to the north (City of Prospect). As part of this project, the existing separated section of Frome Bikeway between Carrington Street and Pirie Street will also be reworked to allow for four lanes of traffic during peak periods.
- An east-west bikeway linking Beulah Road and William Street bikeways (City of Norwood, Payneham and St Peters) to the east, and Westside and Airport bikeways to the west (City of Charles Sturt and City of West Torrens)
- A point-to-point Adelaide public bike share scheme, with \$1 million committed to commence the investigation and initiation of infrastructure for a scheme in the City of Adelaide, with a future vision for this to expand to the adjoining suburbs.

I am very excited about our partnership with the State Government, and I am keen to continue working with adjoining councils to ensure that the bikeway connections to and from the city encourage and support more people to ride bikes safely and comfortably.

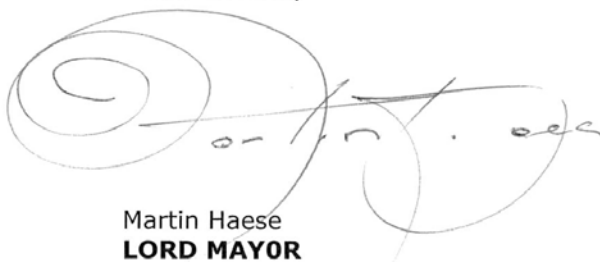
Last year Council staff contacted your transport teams regarding an options study for a sophisticated public bike share scheme for Adelaide, and this provides a great base from which to develop a high-quality scheme that extends into the surrounding suburbs.

Extensive consultation will commence later this year on the north-south and east-west bikeway designs and public bike share proposals, and your council is an important and key contributor to these discussions.

In the near future I will send you a formal invitation to a bike summit to take place on the 12th of October to initiate these discussions, and I welcome your support as we work together to create a world-class bike-riding experience in Adelaide.

Should you wish to discuss these projects further please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Martin Haese', with a large, stylized circular flourish on the left side.

Martin Haese
LORD MAYOR

7 September 2016

21. CONFIDENTIAL

Nil

22. MEETING CLOSE

I N D E X

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3.	APOLOGIES.....	1
4.	DISCLOSURE STATEMENTS.....	1
5.	CONFIRMATION OF PREVIOUS MINUTES	1
6.	COMMUNICATIONS BY THE CHAIRPERSON.....	1
7.	QUESTIONS WITH NOTICE	1
8.	QUESTIONS WITHOUT NOTICE	1
9.	MOTIONS WITH NOTICE	1
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11.	FINANCE AND REGULATORY REPORTS.....	2
	11.1 Early Rate Payment Incentives	2
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1. MEETING OPENED

2. PRESENT

3. APOLOGIES

Leave of Absence
Cr Dua

4. DISCLOSURE STATEMENTS

Elected Members are required to:

1. Consider Section 73 and 75 of the *Local Government Act 1999* and determine whether they have a conflict of interest in any matter to be considered in this Agenda; and
2. Disclose these interests in accordance with the requirements of Sections 74 and 75A of the *Local Government Act 1999*.

5. CONFIRMATION OF PREVIOUS MINUTES

RECOMMENDATION

That the Minutes of the meeting of the Finance and Regulatory Prescribed Standing Committee held on 16 August 2016 be confirmed as a true and correct record.

6. COMMUNICATIONS BY THE CHAIRPERSON

7. QUESTIONS WITH NOTICE

Nil

8. QUESTIONS WITHOUT NOTICE

9. MOTIONS WITH NOTICE

Nil

10. MOTIONS WITHOUT NOTICE

11. FINANCE AND REGULATORY REPORTS

11.1 Early Rate Payment Incentives

Brief

This report facilitates the drawing of three holiday prizes for the early payment of rates for the 2016/17 financial year.

RECOMMENDATION(S)

The Committee recommends to Council that the draws be undertaken and the winners declared.

Introduction

This report facilitates the drawing of three holiday prizes for the payment of rates in full for the 2016/17 financial year by the 1st September 2016.

Discussion

Council offered three holiday prize incentives this year to the value of \$500 each for ratepayers paying their rates in full by 1st September 2016. 5,436 ratepayers, or 18.1 per cent of the total, paid by the due date for full payment (5,581 or 18.8 per cent in 2015 and 5,904 or 20.0 per cent in 2014).

Note that staff, Elected Members and their immediate families are not eligible for the prizes.

A database of all early paying ratepayers has been compiled and a program has been prepared to select the prize winners randomly.

Conclusion

The holiday prizes amount has been budgeted and has a positive effect on Council's cash flow.

11.2 Creditor Payments

Brief

This report tables a schedule of creditor payments for August 2016.

RECOMMENDATION

The Committee recommends to Council that the schedule of creditor payments for August 2016 be received.

Discussion

A schedule of creditor payments totalling \$3,352,946.34 (\$7,702,776.03 in July 2016) is attached for the information of Elected Members. Notable items include:

- A payment to Solo Resource Recovery for both waste collection and disposal for July 2016 of \$357,871.99 (refer ref. no. 462);
- A payment to Marshall & Brougham Constructions Pty Ltd of \$152,031.08 for Hoffman Kiln remedial works (refer ref. no 328);
- A payment to Blubuilt Constructions Pty Ltd of \$151,510.32 for the Holland Street Plaza streetscape (refer ref. no.89);
- A payment to Objective Corporation Limited of \$117,553.34 for software maintenance support (refer ref. no. 373);
- A payment to the Department of Planning, Transport and Infrastructure of \$105,710.00 for the annual registration of all Council plant and motor vehicles (refer ref. no. 175).

Conclusion

A schedule of creditor payments for August 2016 is provided for Elected Members' information and review.

ATTACHMENT 1

ACCOUNTS DUE AND SUBMITTED TO THE CORPORATE STANDING COMMITTEE MEETING
20 SEPTEMBER 2016

Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
1	EFT41067	A & R Castell	Cummins Caretaker	1,594.70
2	EFT41329	A Noble & Son Ltd	Depot Supplies	159.50
3	EFT41267	AAPT Limited	Internet Connection	1,730.30
4	EFT41269	Academy Services Pty Ltd	Cleaning	2,346.63
5	EFT41374	Active Recreation Solutions Pty Ltd	Install Playground	65,825.00
6	058940	Adam Hopprich	Rainwater Tank Rebate	300.00
7	EFT41050	Adami's Sand & Metal	Depot Supplies	1,206.08
8	EFT41056	Adams Cleaning & Maintenance Services	Cleaning	5,307.37
9	EFT41371	Adams Cleaning & Maintenance Services	Cleaning	6,592.45
10	EFT40889	Adamscape Constructions Pty Ltd	Roadworks	13,497.00
11	EFT40977	Adamscape Constructions Pty Ltd	Roadworks	11,693.00
12	EFT41053	Adamscape Constructions Pty Ltd	Roadworks	16,203.00
13	EFT41266	Adamscape Constructions Pty Ltd	Roadworks	26,785.00
14	EFT41369	Adamscape Constructions Pty Ltd	Roadworks	14,095.00
15	EFT40969	Adapta Business Products	Office Equipment	1,919.50
16	EFT41273	Adcorp Australia Ltd	Advertising	8,254.01
17	058885	Adelaide Airport Limited	Building Application Fee	730.00
18	EFT41366	Adelaide Baseball Club	Equipment Grant	1,000.00
19	EFT40972	Adelaide Chainwire & Domestic Fencing Pty Ltd	Fencing	4,659.00
20	EFT41264	Adelaide Chainwire & Domestic Fencing Pty Ltd	Fencing	10,734.76
21	EFT41367	Adelaide Chainwire & Domestic Fencing Pty Ltd	Fencing	7,161.00
22	058913	Adelaide City Council	Rack Space Hire	7,552.13
23	EFT41272	Adelaide Commercial Building & Property Services	Building Maintenance	5,641.48
24	EFT40970	Adelaide Merchandising	Depot Supplies	75.48
25	EFT40891	Adelaide Pipeline Maintenance Services	Drainage	5,052.47
26	EFT41373	Adelaide Pipeline Maintenance Services	Drainage	28,505.40
27	EFT41271	Adelaide Signs Group Pty Ltd	Depot Supplies	3,473.03
28	EFT40887	Adelaide Unique Surrounds & Distinguished Gardens	Landscaping	2,222.00
29	EFT40974	Adelaide Unique Surrounds & Distinguished Gardens	Landscaping	7,391.40
30	EFT41265	Adelaide Unique Surrounds & Distinguished Gardens	Landscaping	2,112.00
31	EFT41368	Adelaide Unique Surrounds & Distinguished Gardens	Landscaping	6,380.00
32	EFT41052	Adelaide Waste & Recycling Centre	Rubbish Disposal	12,452.23
33	EFT40973	Advam Pty Ltd	Transaction Fees	283.76
34	EFT41270	Advanced Plastic Recycling	Depot Supplies	3,853.08
35	058887	Advertiser Newspapers Ltd (as at 1.7.16)	Advertising	598.82
36	EFT41055	AECOM Australia Pty Ltd	Planning Services	11,666.60
37	EFT40893	Aerometrex Pty Ltd	Aerial Imagery	4,950.00
38	058870	AGL South Australia Pty Ltd	Power	7,157.14
39	058866	Aimee Giffen	Junior Development Grant	200.00
40	EFT41014	AJ & CA Mackintosh	Weed Spraying	10,184.79
41	EFT41322	AJ & CA Mackintosh	Weed Spraying	6,887.65
42	EFT41404	AJ & CA Mackintosh	Weed Spraying	9,038.70
43	EFT40892	Alinta Energy Retail Sales Pty Ltd	Street Lighting	30,752.75
44	EFT41051	Allen Press Pty Ltd	Business Cards	473.00
45	EFT40885	Allsurv Engineering Surveys Pty Ltd	Field Surveys	5,830.00
46	EFT40888	Alsco Pty Ltd	Dry Cleaning	129.80
47	EFT40975	Alsco Pty Ltd	Dry Cleaning	34.19
48	EFT40979	Altus Traffic	Traffic Control	1,619.07

ACCOUNTS DUE AND SUBMITTED TO THE CORPORATE STANDING COMMITTEE MEETING
20 SEPTEMBER 2016

Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
49	EFT41443	Amy Muscara	Thebarton Community Centre Bond Return	500.00
50	EFT41019	Ana Nevjestic	Reimburse Expenses	150.00
51	058907	Angela Fletcher	Refund Parking Permit Fee	50.00
52	058882	Angelika Blackman	Junior Development Grant	500.00
53	EFT41372	Angels Winterball Club Inc	Equipment Grant	1,000.00
54	058912	Anglicare SA	Thebarton Community Centre Bond Return	1,100.00
55	058926	Anglicare SA	Donation	1,000.00
56	EFT41054	Animal Management Services Pty Ltd	Doggy Bags	2,673.00
57	EFT40978	Answering Adelaide Pty Ltd	After Hours Answering Service	762.96
58	EFT41059	Aquarium Aid	Library Aquarium Maintenance	106.00
59	EFT41057	Arboregreen Landscape Products	Depot Supplies	1,687.66
60	058927	ARPA Players	Equipment Grant	1,000.00
61	058886	Ashdown Ingram Thebarton	Depot Supplies	1,367.81
62	EFT41268	Attorney-General's Department	Expiation Lodgement Fees	3,627.80
63	EFT40894	Auscontact Association	Staff Training	675.00
64	EFT40886	Australasian Performing Right Assoc Ltd	Licence Renewal	933.55
65	EFT40971	Australia Day Council	Membership	1,576.00
66	EFT41060	Australia Post	Agency Collection Fees	3,332.70
67	EFT41058	Australia Post	Postage	18,788.78
68	EFT41365	Australia Post	Postage	5,414.93
69	EFT40976	Australian Asphalt Pavement Association Ltd	Staff Training	291.50
70	058911	Australian Friends of Palestine Assoc Inc	Thebarton Community Centre Bond Return	500.00
71	EFT41305	Australian Gas Networks Limited	Gas Mains Testing	1,045.00
72	EFT41263	Australian Mayoral Aviation Council	Membership	8,470.00
73	EFT41376	Badge A Minit	Name Badges	63.00
74	058858	Bahram Karamad	Refund Parking Permit Fee	50.00
75	EFT41285	Banh Mi Cafe	Catering	174.40
76	EFT41283	Baseball SA	Library Holiday Program	400.00
77	EFT41062	Battery World Hilton	Batteries	124.00
78	EFT41064	Bb's Custom Vintage Caravans	Deposit - Purchase Caravan	8,600.00
79	EFT40983	BCE & CJ Electrical	Electrical	10,945.00
80	EFT41280	BCE & CJ Electrical	Electrical	8,035.03
81	EFT41284	Be Best Group	Library Supplies	26.75
82	EFT40895	Beltrame Civil Pty Ltd	Roadworks	86,670.08
83	EFT41277	Best Signs	Signage	4,580.40
84	EFT41275	Bianco Construction Supplies	Depot Supplies	3,200.03
85	EFT41066	Bianco Walling Pty Ltd	Depot Supplies	1,001.00
86	EFT40896	Binforce	Cleaning	60.00
87	EFT40897	BioBag World Australia Pty Ltd	Waste Bags	2,934.01
88	EFT41292	Blackwood Locksmiths	Locks	1,320.00
89	EFT41281	Blubuilt Constructions Pty Ltd	Holland Street Plaza Streetscape	151,510.32
90	EFT41065	Bob Jane T Mart - Brooklyn Park	Tyres	2,964.50
91	EFT40981	BOC Limited	Depot Supplies	778.79
92	EFT40898	Body Corporate Physiotherapy Pty Ltd	Consultants	1,584.00
93	058888	Bower Place	Consultants	300.00
94	058914	Bower Place	Consultants	192.00
95	EFT41324	Bucher Municipal Pty Ltd	Vehicle Maintenance	214.76
96	EFT41278	Budget Rent a Car Australia	Bus Rental	144.17

ACCOUNTS DUE AND SUBMITTED TO THE CORPORATE STANDING COMMITTEE MEETING
20 SEPTEMBER 2016

Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
97	EFT40982	Bundaleer Apiaries	Wasp Removal	170.00
98	EFT41279	Bundaleer Apiaries	Wasp Removal	160.00
99	EFT41274	Bunnings Building Supplies Pty Ltd	Maintenance Supplies	603.97
100	EFT40900	Business Insights Australia Pty Ltd	Staff Training	2,156.00
101	EFT40987	CA Technology Pty Ltd	Licence Agreement	32,098.33
102	EFT41287	Cabcharge Australia Pty Ltd	Cab Fares	449.25
103	EFT40994	Calypso Tree Co Pty Ltd	Tree Maintenance/Advice	2,035.00
104	EFT41072	Calypso Tree Co Pty Ltd	Tree Maintenance/Advice	165.00
105	EFT41296	Calypso Tree Co Pty Ltd	Tree Maintenance/Advice	6,556.00
106	EFT41381	Calypso Tree Co Pty Ltd	Tree Maintenance/Advice	1,254.00
107	EFT40986	Camco SA Pty Ltd	Roadworks	21,512.09
108	EFT41288	Camco SA Pty Ltd	Roadworks	26,640.36
109	EFT41291	Camden Community Centre	Partnership Agreement / Equipment Grant	11,630.85
110	EFT41377	Camden Community Centre	Equipment Grant	1,100.00
111	EFT40906	Cameron Irrigation Consulting Pty Ltd	Irrigation	6,875.00
112	058925	Cancelled		
113	058871	Cancelled		
114	058924	Cancelled		
115	EFT41289	Canon Australia Pty Ltd	Copier Charges	37.25
116	EFT40990	Canon Finance Australia Pty Ltd	Copier Leases	1,356.12
117	EFT41071	CareWorks SA & NT	Donation	1,000.00
118	EFT40991	Cash Security Services Pty Ltd	Banking	665.50
119	EFT41293	CBT Corp Pty Ltd	Advertising	108.90
120	EFT41073	Charmans Spray & Powder Equipment	Plant Maintenance	1,153.94
121	EFT40985	Chris Bengier	Reimburse Expenses	402.00
122	058922	Chris Prosser	Refund Dog Registration	21.00
123	EFT40907	Chubb Fire & Security Ltd	Security	2,935.76
124	EFT41078	Chubb Fire & Security Ltd	Security	4,122.08
125	EFT40992	City Circle Newsagents	Library Magazines	78.64
126	EFT41294	City Circle Newsagents	Library Magazines	44.42
127	058872	City of West Torrens Petty Cash	Petty Cash	3,540.85
128	058928	City of West Torrens Petty Cash	Petty Cash	2,657.30
129	EFT41299	Civil Train SA	Staff Training	333.00
130	EFT40903	Clarksons	Glazing	3,416.50
131	EFT41076	Cleanaway Pty Ltd	Rubbish Disposal	400.18
132	EFT41077	Cleanaway Pty Ltd	Rubbish Disposal	408.54
133	EFT41074	Cleanaway Pty Ltd	Rubbish Disposal	324.54
134	EFT41075	Cleanaway Pty Ltd	Rubbish Disposal	535.26
135	EFT41382	ColleaguesNagels Pty Ltd	Printing	1,259.98
136	EFT41069	Combined Fire Systems Pty Ltd	Fire Safety	171.60
137	EFT40901	Combo Industries	Vehicle Maintenance	2,938.65
138	EFT41378	Combo Industries	Vehicle Modifications	10,670.00
139	EFT41290	Complete Building Services (SA) Pty Ltd	Building Maintenance	913.74
140	EFT41380	ComWide Radio Services Pty Ltd	Vehicle Maintenance	561.00
141	EFT41297	Conscious Creations	Library Workshop	240.00
142	EFT41068	Consolidated Bearing Co	Depot Supplies	552.64
143	EFT41070	Comes Toyota	Purchase Vehicle / Maintenance	67,692.62
144	EFT40902	Coromandel Native Nursery	Plants	565.40

ACCOUNTS DUE AND SUBMITTED TO THE CORPORATE STANDING COMMITTEE MEETING
20 SEPTEMBER 2016

Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
145	EFT41298	Corporate Platters	Catering	207.00
146	EFT40993	Cowandilla Primary School	Hire Grasketball Courts	550.00
147	EFT41116	Cr AC Mangos	Elected Members Allowance	5,991.40
148	EFT41126	Cr C O'Rielly	Elected Members Allowance	3,578.00
149	EFT41079	Cr G Demetriou	Elected Members Allowance	6,005.00
150	EFT41130	Cr G Palmer	Elected Members Allowance	6,004.54
151	EFT41416	Cr G Palmer	Reimburse Expenses	151.03
152	058906	Cr G Vlahos	Elected Members Allowance	6,005.00
153	EFT41122	Cr Graham Nitschke	Elected Members Allowance	3,747.00
154	EFT41155	Cr J Woodward	Elected Members Allowance	6,005.00
155	EFT41112	Cr Kym McKay	Elected Members Allowance	5,910.00
156	EFT41102	Cr M Hill	Elected Members Allowance	3,203.00
157	EFT41084	Cr R Dua	Elected Members Allowance	4,804.00
158	EFT41098	Cr R Haese	Elected Members Allowance	4,434.00
159	EFT41152	Cr S Tsiaparis	Elected Members Allowance	3,603.00
160	EFT41136	Cr Steven Rypp	Elected Members Allowance	4,804.00
161	058897	Cr T Polito	Elected Members Allowance	6,245.00
162	058910	D & C Homes Pty Ltd	Refund Development Fees	100.00
163	EFT41083	Daimler Trucks Adelaide	Vehicle Maintenance	7,069.96
164	EFT40911	Dallas Equipment	Debris Removal	1,859.00
165	EFT41000	Dallas Equipment	Clean drains / Debris Removal	4,004.00
166	EFT41085	Dallas Equipment	Debris Removal / Signage	2,524.50
167	EFT41302	Dallas Equipment	Debris Removal	2,381.50
168	EFT41387	Dallas Equipment	Clean Drains	2,860.00
169	EFT40910	Daly Pressure Cleaner Repairs	Depot Supplies	348.70
170	EFT41141	Daniels Health Services Pty Ltd	Immunisation	86.86
171	EFT40999	Data#3 Limited	Computer Software	333.35
172	EFT40996	Database Consultants Australia	Computer Software	859.10
173	EFT41080	Department of Environment, Water and Natural Resources	Referral Fees	173.00
174	EFT40958	Department of Planning, Transport and Infrastructure	Street Lighting	13,627.33
175	058889	Department of Planning, Transport and Infrastructure	Vehicle Registrations	105,710.00
176	EFT41148	Department of Planning, Transport and Infrastructure	Street Lighting / Vehicle Searches	17,137.26
177	EFT40908	Department of the Premier and Cabinet	Act Amendments/Gazette Notices	214.06
178	EFT41385	Design Flow Consulting Pty Ltd	Consultants	13,778.60
179	EFT41295	Diane Cannan	Reimburse Volunteer Expenses	29.20
180	058873	Dillons Norwood Bookshop	Library Books	59.98
181	058890	Dillons Norwood Bookshop	Library Books	67.45
182	EFT41300	Dillons Norwood Bookshop	Library Books	80.97
183	EFT40998	Direct Comms Pty Limited	TXT2U Messages	351.85
184	EFT41386	Direct Mix Concrete Sales	Concrete	20,341.33
185	EFT41081	Displayline Commercial Interiors Group	Library Supplies	129.00
186	EFT41082	Dorma Automatics Pty Ltd	Building Maintenance	118.84
187	EFT41384	Dorma Automatics Pty Ltd	Building Maintenance	242.00
188	EFT41438	Dot Vanson	Reimburse Expenses	150.00
189	EFT41159	Downer EDI Works Pty Ltd	Asphalt	532.40
190	058896	Dr Joseph Magliaro	Consultants	726.00
191	EFT41406	Dr Joseph Magliaro	Consultants	484.00
192	EFT41144	DWS Advanced Business Solutions	DBA Support	1,650.00

ACCOUNTS DUE AND SUBMITTED TO THE CORPORATE STANDING COMMITTEE MEETING
20 SEPTEMBER 2016

Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
193	058929	Dymocks Adelaide	Library Books	319.75
194	EFT40890	E & S Athanasiadis	Depot Supplies	1,760.31
195	EFT41370	E & S Athanasiadis	Depot Supplies	1,101.28
196	EFT40968	E Sheppard	Refund Overpaid Rates	265.00
197	EFT41388	East Coast Conferences	Staff Training	1,604.00
198	EFT41314	Edward Harris	Reimburse Expenses	275.00
199	EFT40913	EMA Legal	Legal Fees	135.80
200	EFT41304	EMA Legal	Legal Fees	1,156.71
201	058867	Emily Giffen	Junior Development Grant	200.00
202	EFT40912	Esar Home Care	Home Support Services	133.58
203	EFT41303	Esar Home Care	Home Support Services	612.65
204	EFT41001	ESRI Australia Pty Ltd	Staff Training	49,500.00
205	058883	Eva Grasso	Junior Development Grant	200.00
206	EFT41088	Expressions SA Pty Ltd	Newspapers	147.00
207	EFT40914	Eyecatch Studio	Library Supplies	176.00
208	EFT41087	Eyecatch Studio	Library Supplies	88.00
209	EFT41003	Fazz Plumbing	Plumbing	110.00
210	058915	Ferwalla	Library Books	66.00
211	EFT40915	Finsbury Green	Printing	3,255.98
212	EFT41391	Flick Anticimex Pty Ltd	Pest Control	400.00
213	EFT41091	Flightpath Architects Pty Ltd	Consultants	5,431.25
214	EFT41090	FMG Engineering	Professional Fees	5,362.50
215	EFT41306	Forpark Australia (SA)	Playground Equipment	2,640.00
216	058841	Foxtel Cable Television Pty Ltd	Library Connection	210.00
217	058931	Foxtel Cable Television Pty Ltd	Library Connection	210.00
218	EFT41002	Frank Siow Management Pty Ltd	Traffic Management Consultants	7,865.00
219	EFT41092	Freeman Wauchope Pty Ltd	Depot Supplies	46.40
220	EFT41307	Fresh & Clean	Hygiene Service	607.45
221	EFT40916	Freshford Nurseries Pty Ltd	Plants	1,581.25
222	EFT41089	Freshford Nurseries Pty Ltd	Plants	104.50
223	EFT41389	Freshford Nurseries Pty Ltd	Plants	1,097.25
224	EFT41333	Fulton Hogan Industries Pty Ltd	Roadworks	5,886.46
225	EFT41301	Gary Dodd	Reimburse Expenses	150.00
226	EFT41007	GD Creative	Mobile Library Artwork	2,250.00
227	EFT41310	Gems Event Management	Staff Training	3,235.00
228	EFT41095	Genpower Australia Pty Ltd	Generator Service	754.60
229	EFT41309	Genpower Australia Pty Ltd	Generator Service	754.71
230	058868	Georgia Saunders	Junior Development Grant	200.00
231	EFT41392	G-Force Building & Consulting	Building Maintenance	29,700.69
232	EFT41005	GGC Earthmovers Pty Ltd	Concrete Recycling	13,188.62
233	EFT40918	Gleam Team Domestic Services	Home Support Services	262.56
234	EFT41312	Gleam Team Domestic Services	Home Support Services	376.97
235	EFT41006	GLG GreenLife Group Pty Ltd	Verge Mowing	21,883.40
236	EFT41393	GLG GreenLife Group Pty Ltd	Verge Mowing	677.82
237	EFT40919	Goodwood Locksmiths	Home Support Services	1,450.00
238	EFT41351	Gordon J Tregoning Pty Ltd	Depot Supplies	380.70
239	EFT41008	Grace Records Management (Aust) Pty Ltd	Records Storage	3,015.10
240	EFT41041	Graham Tapscott	Reimburse Volunteer Expenses	175.20

ACCOUNTS DUE AND SUBMITTED TO THE CORPORATE STANDING COMMITTEE MEETING
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Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
241	EFT41311	Green Steel Supplies Pty Ltd	Depot Supplies	543.75
242	EFT40917	Green Team Paper	Paper Recycling	324.50
243	EFT41308	Greene Eden Watering Systems Pty Ltd	Irrigation	15,000.00
244	EFT41093	Greenhill Engineers Pty Ltd	Consultants	2,512.13
245	EFT41395	Greenway Turf Solutions	Depot Supplies	12,061.50
246	EFT41096	Greg's Grader Hire	Roadworks	9,700.10
247	EFT41394	GRH Supplies	Depot Supplies	2,015.24
248	058943	H Francis	Refund Key Deposit	50.00
249	EFT41009	Hakea Landscape & Revegetation Services Pty Ltd	Landscaping	23,633.50
250	EFT41396	Hall & Baum Pty Ltd	Plumbing	4,145.63
251	EFT40984	Hannah Bateman	Reimburse Expenses	150.00
252	EFT41011	Health & Immunisation Management Services	Temp Immunisation Staff	836.00
253	EFT40928	Helen Lawry	Library Storytelling	120.00
254	058916	Henley & Grange West Torrens Concert Band	Partnership Agreement	6,000.00
255	EFT41097	Hi-Line Hardware Distributors Pty Ltd	Home Support Services	1,519.80
256	EFT40921	Hilton Hemz	Clothing Alterations	15.00
257	EFT41010	Hoban Recruitment	Temp Staff	123.75
258	EFT41101	Hoban Recruitment	Temp Staff	123.75
259	EFT41397	Hoban Recruitment	Temp Staff	123.75
260	058842	Holdfast Baptist Church	Donation	1,000.00
261	058843	Holiday Explorer Incorporated	Staff Casual Day Donations	92.75
262	EFT41398	Holmes Dyer Pty Ltd	Staff Training	1,974.50
263	058891	Husqarna Australia Pty Ltd	Depot Supplies	128.68
264	EFT41012	Hypernet Computer Distribution	Computer Equipment	1,469.00
265	EFT41315	IBM Global Financing Australia Ltd	Lease Payment	6,084.82
266	EFT40922	Independent Fuels Australia Pty Ltd	Fuel	17,700.19
267	EFT41103	Indigeflora Nursery	Plants	1,152.31
268	EFT41104	Infocouncil Pty Ltd	Implementation Fee	14,320.90
269	058844	Internode Pty Ltd	Internet Connection	749.30
270	058874	Internode Pty Ltd	Internet Connection	49.95
271	058894	Internode Pty Ltd	Internet Connection	99.90
272	058917	Internode Pty Ltd	Internet Connection	239.80
273	EFT40923	iSentia Pty Ltd	Media Monitoring	753.50
274	EFT41146	ISS Facility Services Aust Limited	Cleaning	3,588.92
275	058932	Italian Pensioners of Thebarton	Equipment Grant	700.00
276	EFT41276	J Blackwood & Son Ltd	Depot Supplies	187.73
277	058938	J Blieschke	Cummins Bond Return	400.00
278	058939	J Schinckel	Cummins Bond Return	400.00
279	058855	Jackson Holland	Junior Development Grant	500.00
280	058862	Jake Hall	Junior Development Grant	200.00
281	EFT41100	James Hay	Reimburse Expenses	60.00
282	EFT41105	Jasol Australia	Cleaning Chemicals	2,157.86
283	EFT41061	Jason Bury	Reimburse Expenses	150.00
284	058865	JC Nelson	Compost Bin Rebate	9.97
285	EFT41399	JCB Construction Equipment Australia	Vehicle Maintenance	1,711.10
286	EFT41106	Jeans for Genes Day	Staff Casual Day Donations	44.60
287	EFT41363	Jennifer Tran	Thebarton Community Centre Bond Return	1,000.00
288	058941	Jeremy Sibbald	Rainwater Tank Rebate	300.00

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Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
289	EFT41109	JF Mobile Catering	Catering	1,705.00
290	EFT41162	Jo Bentley	Thebarton Community Centre Bond Return	500.00
291	058863	Joseph Coppola	Junior Development Grant	200.00
292	058908	Josie Polkinghorne	Worm Farm Rebate	50.00
293	EFT41108	JPE Design Studio Pty Ltd	Consultants	4,808.10
294	EFT40997	JR Devereaux	Reimburse Volunteer Expenses	36.45
295	EFT41383	JR Devereaux	Reimburse Volunteer Expenses	48.60
296	EFT41328	Karen McDiarmid	Reimburse Expenses	150.00
297	EFT41286	Karen Nichol	Yoga Classes	400.00
298	EFT40925	Katnich Dodd	Consultants	649.00
299	EFT41317	Katnich Dodd	Consultants	589.00
300	EFT41110	Kelley Jones Lawyers	Legal Fees	8,805.72
301	EFT41318	Kellogg Brown & Root Pty Ltd	Professional Fees	35,725.25
302	EFT40924	Kent Civil Pty Ltd	Roadworks	4,344.63
303	EFT41111	Kubpower Earthmoving & Construction Equipment Co	Depot Supplies	183.33
304	EFT40899	Kym Strelan	Home Advantage Program	422.50
305	EFT41063	Kym Strelan	Home Advantage Program	1,007.75
306	EFT41282	Kym Strelan	Home Advantage Program	395.25
307	EFT41115	Land Services Group	Searches	883.40
308	EFT41114	Lane Bros Printers Pty Ltd	Printing	8,650.40
309	EFT41320	Lane Print & Post	Printing	8,370.68
310	EFT40929	Leading Edge Town Planners Pty Ltd	Consultants	18,150.00
311	058859	Leigh Lewis	Refund Dog Registration	42.00
312	EFT40995	Lio D'Amico	Reimburse Expenses	360.00
313	EFT41113	Lion's Club of West Beach	Clean Butt Out Bins	540.00
314	EFT41319	Local Government Association of SA	Forum Registration / Advertising	1,127.50
315	EFT41400	Local Government Association of SA	Advertising	60.50
316	EFT41321	Local Government Professionals SA Inc	Staff Training	60.00
317	EFT41402	Local Government Professionals SA Inc	Staff Training	60.00
318	EFT40927	Local Government Risk Services	Insurance Premium	26,359.62
319	EFT40926	Local Govt Assoc Workers Compensation Scheme	Settlement	12,500.00
320	EFT41401	Local Govt Authorised Persons Assoc Inc	Staff Training	1,060.00
321	058895	Lockleys Primary School	Community Grant	2,200.00
322	EFT41403	Logi-Tech Pty Ltd	Computer Equipment	7,000.40
323	EFT41119	M & B Civil Engineering Pty Ltd	Roadworks	69,395.04
324	EFT41015	M2 Technology Pty Ltd	Message on Hold	402.60
325	058909	Manuel Pontikinas	Refund Dog Registration	42.00
326	EFT41017	Maps Consulting Services Pty Ltd	Transportation Consulting	4,273.50
327	EFT40934	Mark Bowman Consulting Pty Ltd	Consultants	4,950.00
328	EFT41407	Marshall & Brougham Constructions Pty Ltd	Hoffman Kiln Remedial Works	152,031.08
329	058854	Mary Blackman	Junior Development Grant	500.00
330	EFT41379	Mary Caputo	Reimburse Volunteer Expenses	23.36
331	058880	Mary Sherlock	Reimburse Expenses	255.00
332	EFT41016	Maxima Group Training	Temp Depot Staff	4,354.71
333	EFT41326	Maxima Group Training	Temp Depot Staff	8,189.29
334	EFT41405	Maxima Group Training	Temp Depot Staff	1,085.96
335	EFT41036	Maxima Tempskill	Temp Depot Staff	24,061.43
336	EFT41429	Maxima Tempskill	Temp Depot Staff	21,091.92

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Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
337	EFT41118	Maxima Training Services	Staff Training	5,850.00
338	EFT41150	Mayor John Trainer	Mayoral Allowance	6,489.00
339	EFT40932	McMahon Services Aust Pty Ltd	Rubbish Removal	4,379.65
340	EFT41327	Mechanical Vegetation Solutions Pty Ltd	Tree Maintenance	7,881.10
341	058923	Melinda Galliford	Cummins Bond Return	400.00
342	EFT40935	Mellor Park Tennis Club	Tennis Courts Resurfacing Contribution	17,554.20
343	EFT41117	Metropolitan Machinery Pty Ltd	Vehicle Maintenance	482.81
344	EFT40905	Michael Craig Consulting	Consultants	1,395.90
345	058930	Michael Doherty	DAP Member Allowance	880.00
346	EFT40931	Microchips Australia Pty Ltd	Microchips	60.71
347	EFT40933	Mighty Good Productions	Library Entertainment	68.00
348	EFT40930	Mobiletek Installations	Vehicle Maintenance	559.00
349	EFT41323	Mobiletek Installations	Vehicle Maintenance	148.50
350	EFT41325	Modern Teaching Aids Pty Ltd	Library Supplies	1,111.82
351	058937	Molly Cook	Junior Development Grant	200.00
352	EFT41364	Montessori House Pty Ltd	Thebarton Community Centre Bond Return	1,400.00
353	EFT41123	National Credit Management Ltd	Debt Collection	49.50
354	EFT41411	National Credit Management Ltd	Debt Collection	2,930.80
355	EFT41120	Nelson Locksmiths Pty Ltd	Locks	805.70
356	EFT41410	Neverfail Springwater Ltd	Spring Water	80.00
357	EFT41020	Neverfail Springwater Ltd	Spring Water	57.25
358	EFT41124	Newstyle Printing	Printing	1,956.90
359	EFT41094	Nicholas Grgurinovich	Reimburse Volunteers Expenses	93.52
360	058856	Nick Jones	Junior Development Grant	200.00
361	058878	Nick Roussianos	Reimburse Volunteer Expenses	145.80
362	EFT40938	NN Occupational Health Pty Ltd	Recruitment	121.00
363	EFT41331	NN Occupational Health Pty Ltd	Recruitment	731.50
364	EFT41330	Norman Waterhouse	Legal Fees	4,877.35
365	EFT41408	North East Isuzu	Vehicle Maintenance	54.55
366	EFT40937	Nova Group Services Pty Ltd	Roadworks	35,447.50
367	EFT41121	Nova Group Services Pty Ltd	Roadworks	4,837.38
368	EFT41409	Nova Group Services Pty Ltd	Roadworks	41,745.00
369	EFT40936	Novar Gardens Bowling Club	Community Grant	2,200.00
370	058933	NP Vietnamese Books	Library Magazines	600.00
371	EFT41125	Oaklands Road Mower Centre	Mower Repairs / Purchases	1,368.00
372	EFT41332	Oaklands Road Mower Centre	Mower Repairs / Purchases	848.00
373	EFT40939	Objective Corporation Limited	Maintenance Licence Renewal	117,553.34
374	EFT41128	Objective Corporation Limited	Licence Renewal	26,812.50
375	EFT41414	Objective Corporation Limited	Staff Training	550.00
376	058876	Optus Billing Services Pty Ltd	Telephone	37.82
377	EFT41127	Opus International Consultants Ltd	Consultants	13,327.88
378	EFT41413	Opus International Consultants Ltd	Consultants	8,343.50
379	EFT41021	Orana	Home Advantage Program	2,094.70
380	058877	Orange Tree Quilters	Community Grant	2,000.00
381	EFT41022	Origin Energy Electricity Limited	Power	20,196.69
382	EFT41415	Origin Energy Electricity Limited	Power	19,709.95
383	058845	Origin Energy Services Ltd	Gas Supply	345.55
384	058875	Origin Energy Services Ltd	Gas Supply	524.79

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Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
385	EFT41412	Our Earth Pest Control	Pest Control	4,256.91
386	EFT41004	P & A Fragomeli Excavations	Roadworks	12,446.28
387	EFT41390	P & A Fragomeli Excavations	Roadworks	6,336.66
388	EFT41023	P & R Electrical Wholesalers Pty Ltd	Electrical Supplies	299.42
389	EFT41025	Pacific Hydro Retail Pty Ltd	Green Power Sales	116.59
390	EFT41129	Packwise	Depot Supplies	506.50
391	058860	Pauline DiVittorio	Refund Dog Registration	35.00
392	EFT40942	Peake Gardens Riverside Tennis Club	Equipment Grant	2,000.00
393	EFT40964	Pegi Williams Book Shop	Library Books	539.37
394	EFT41439	Pegi Williams Book Shop	Library Books	170.70
395	058869	Pierson Pty Ltd	Refund Overpaid Rates	3,987.90
396	058898	Pinz Pty Ltd	Depot Supplies	426.47
397	EFT40941	Pipeline Technology Services	Drainage	1,028.50
398	EFT40944	Pitney Bowes Australia Pty Ltd	Stationery	569.80
399	EFT41024	Planning Studio Pty Ltd	Consultants	2,328.15
400	EFT40943	Platters Plus Catering Pty Ltd	Catering	666.40
401	EFT41131	Platters Plus Catering Pty Ltd	Catering	549.90
402	EFT41335	Platters Plus Catering Pty Ltd	Catering	567.40
403	EFT41419	PMP Distribution	Distribution	1,329.52
404	058846	Powerdirect Pty Ltd	Power	163.08
405	058899	Powerdirect Pty Ltd	Power	124.34
406	EFT41418	Pro Bitumen Pty Ltd	Roadworks	36,124.00
407	EFT40940	Professional Linemarking Pty Ltd	Linemarking	4,917.00
408	EFT41336	Pump Technology Services (SA) Pty Ltd	Pump Repairs	13,365.00
409	EFT41441	R Elliot	Refund Overpaid Rates	15,362.00
410	EFT41432	R/T Towing	Vehicle Tow	150.00
411	EFT41420	Raeco International Pty Ltd	Library Supplies	334.40
412	058847	Rassan Trading Co Pty Ltd	Library Magazines	1,144.00
413	EFT40949	Realport Traders Pty Ltd	Depot Supplies	684.03
414	EFT41137	Realport Traders Pty Ltd	Depot Supplies	182.76
415	EFT40947	Redman Solutions Pty Ltd	Software Support	2,873.76
416	EFT41026	Redman Solutions Pty Ltd	Software Support	17,160.92
417	EFT41337	Reece Pty Ltd	Irrigation	196.28
418	EFT40946	Reedbeds Community Centre	Community Grant	2,944.70
419	EFT41132	Reedbeds Community Centre	Partnership Agreement	11,630.85
420	EFT40945	Rentokil Tropical Plants	Indoor Plant Hire	579.71
421	EFT41343	Revenue Professionals SA	Membership	200.00
422	EFT41135	Ricoh Australia Ltd	Copy Charges	5,170.14
423	058864	Riley Amott	Junior Development Grant	200.00
424	EFT41341	Rio Coffee Pty Ltd	Tea & Coffee Supplies	152.50
425	EFT41027	Roadrunner Couriers	Couriers	459.47
426	EFT41339	Roadrunner Couriers	Couriers	708.92
427	058918	Roads Corporation	Vehicle Searches	111.60
428	EFT41133	Roadside Services & Solution	Depot Supplies	497.27
429	EFT41442	Rochelle Lane	Thebarton Community Centre Bond Return	500.00
430	EFT41338	Rodney Robertson & Associates Marketing Services	Signage	347.60
431	058857	Rosie Ranford	Junior Development Grant	200.00
432	EFT41134	Rosmech Sales & Service Pty Ltd	Sweeper Brooms	143.00

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Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
433	058900	RSPCA	Staff Casual Day Donations	84.85
434	EFT40948	Rundle Mall Plaza Newsagency	Library Magazines	441.27
435	EFT41028	Rundle Mall Plaza Newsagency	Library Magazines	507.41
436	EFT41340	Rundle Mall Plaza Newsagency	Library Magazines	339.37
437	EFT41421	Rundle Mall Plaza Newsagency	Library Magazines	354.12
438	058849	SA Health (Central Office)	Staff Training	339.00
439	EFT41422	SA Metropolitan Fire Service	Monitor Fire Alarms	2,798.40
440	058850	SA Power Networks	Power	36,365.30
441	058919	SA Power Networks	Power	27,024.55
442	058934	SA Power Networks	Power	33,216.25
443	058851	SA Water	Water	366.00
444	EFT41428	SA Water	Water	3,362.35
445	EFT41344	Safe Work Practice	Staff Training	638.00
446	EFT40957	Saferoads Pty Ltd	Subscription	438.90
447	EFT41164	Saima Ahmad	Thebarton Community Centre Bond Return	1,000.00
448	058901	Salvation Army	Donation	1,000.00
449	EFT41018	Sandra McCue	Reimburse Volunteer Expenses	102.20
450	EFT40955	SDM Communications Pty Ltd	Consultants	2,000.00
451	EFT41426	SDM Communications Pty Ltd	Consultants	2,000.00
452	EFT40951	Seaton Mower Service	Mower Repairs / Purchases	197.40
453	EFT40952	Securatrak Pty Ltd	Support	473.50
454	EFT41424	Securatrak Pty Ltd	Support	1,192.50
455	EFT40956	Seek Limited	Advertising	183.08
456	EFT41350	Seek Limited	Advertising	366.16
457	EFT41347	SEM Civil Pty Ltd	Roadworks	40,473.02
458	058903	Sensis Pty Ltd	Yellow Pages Listing	27.83
459	EFT40953	Shield Fire Systems	Fire Safety	1,400.30
460	EFT41142	Shield Fire Systems	Fire Safety	288.75
461	EFT41029	Solo Resource Recovery	Rubbish Removal	142.56
462	EFT41342	Solo Resource Recovery	Garbage Collection & Waste Disposal	357,871.99
463	EFT41138	South Australian Living Artists	Sponsorship	4,400.00
464	EFT41362	South Australian Miniature Enthusiast In	Thebarton Community Centre Bond Return	500.00
465	EFT40989	Southern Cross Protection	Patrol Service	4,956.31
466	EFT41033	Southern Recycling Centre	Waste Disposal	535.79
467	EFT41140	Southfront	Consultants	594.00
468	EFT40950	Spark Furniture Pty Ltd	Park Furniture	4,488.00
469	EFT41139	Spark Furniture Pty Ltd	Park Furniture	1,848.00
470	058904	Sparkling Diamonds Inc	Equipment Grant	1,000.00
471	EFT41035	Spray Shop	Depot Supplies	100.98
472	EFT41427	Spray Shop	Depot Supplies	990.00
473	EFT41163	St Elias Antiochian Orthodox Parish Assoc	Thebarton Community Centre Bond Return	1,000.00
474	058879	St John the Baptist Catholic School	Environment Grant	1,100.00
475	058848	St Vincent De Paul Society	Donation	1,000.00
476	EFT41423	Star Safety	Depot Supplies	238.92
477	EFT41346	State Library of South Australia	Staff Training	150.00
478	EFT41099	Steffen Helgerod	Reimburse Expenses	40.00
479	EFT41032	Stillwell Management Consultants Pty Ltd	Professional Fees	445.50
480	EFT40954	Streamline Plumbing SA Pty Ltd	Plumbing	760.10

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Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
481	EFT41034	Stumpy Stumps	Grind Stumps	300.00
482	EFT41143	Stumpy Stumps	Grind Stumps	600.00
483	EFT41349	Stumpy Stumps	Grind Stumps	550.00
484	058902	Suez Environnement Recycling & Waste Recovery	Rubbish Removal	631.31
485	EFT41345	Sunny Industrial Brushware	Sweeper Brooms	1,633.50
486	EFT41031	Sunny's Independent Learning	Library Workshop	350.00
487	EFT41425	Super Hands Cleaning Solutions	Home Support Services	280.00
488	EFT41030	Sure Search Locations	Service Location	429.00
489	EFT41348	Sync Cabling Solutions Pty Ltd	Linear Park Lighting	58,683.90
490	EFT40959	Taking Care of Trees	Grind Stumps	675.00
491	EFT41038	Taking Care of Trees	Grind Stumps	485.00
492	EFT41149	Taking Care of Trees	Grind Stumps	115.00
493	EFT41430	Taking Care of Trees	Grind Stumps	650.00
494	058942	Taylah-Jade Rogers	Junior Development Grant	200.00
495	058853	Telstra	Telephone	46.49
496	058905	Telstra	Telephone	35,739.18
497	EFT41431	Telstra Store	Computer Equipment	2,210.00
498	EFT41037	Terrain Group Pty Ltd	Irrigation	15,356.00
499	EFT40980	The Adelaide Tree Surgery	Tree Maintenance	1,628.00
500	EFT41375	The Adelaide Tree Surgery	Tree Maintenance	319.00
501	EFT40988	The Charlotte Trust	Contractor	1,826.00
502	EFT40904	The Children's Book Council of Australia	Membership	239.90
503	EFT40909	The Department for Correctional Services	Litter Collection	660.00
504	058893	The Handspinners and Weavers Guild	Equipment Grant	1,100.00
505	058892	The Hub Men's Shed	Equipment Grant	1,000.00
506	EFT41417	The Paper Bahn	Stationery	4,238.49
507	EFT41361	The Penguin Club of Aust (SA) Inc	Thebarton Community Centre Bond Return	873.50
508	EFT41334	The Personnel Risk Management Group	Security Checks	107.80
509	EFT41434	Tie Networks Pty Ltd	Computer Equipment	115.50
510	EFT41039	TNPK Staff Pty Ltd	Temp Compliance Staff	6,569.20
511	EFT40920	Tom Howard's Crash Repair Service	Vehicle Maintenance	1,203.76
512	EFT41313	Tom Howard's Crash Repair Service	Vehicle Maintenance	1,133.55
513	EFT41107	Tomas Jelinek Jim's Mowing (Cowandilla)	Mowing	45.00
514	EFT41040	Tom's Car Wash	Vehicle Maintenance	2,456.10
515	EFT41147	Tonkin Consulting	Consultants	1,100.00
516	EFT41145	Toro Australia Pty Ltd	Mower Repairs	685.49
517	EFT41353	Torrens Safety	Depot Supplies	542.30
518	058852	Torrensville Primary School	Community Grant	1,980.00
519	EFT41352	Total Construction Surveys Pty Ltd	Survey and Setout	41,861.88
520	EFT41013	Tracey Beaumont	Catering	924.00
521	EFT41316	Tracey Beaumont	Catering	768.00
522	EFT41354	Tree Care Machinery	Depot Supplies	183.60
523	EFT41151	Triple Cherry Coffee	Coffee Supplies	200.00
524	EFT41153	Trojan Fire Protection Pty Ltd	Fire Testing	410.30
525	EFT41433	Turfwise Consulting	Consultants	1,089.00
526	058935	Underdale High School	Junior Development Grants	1,500.00
527	EFT41435	Unicard Systems Pty Ltd	Stationery	266.20
528	EFT40960	Unique Urban Built Pty Ltd	Building Maintenance	1,235.42

ACCOUNTS DUE AND SUBMITTED TO THE CORPORATE STANDING COMMITTEE MEETING
20 SEPTEMBER 2016

Ref No.	Cheque/ EFT No.	Payee	Invoice Description	Cheque Total
529	058920	Uniting Care Wesley Bowden Inc	Donation	1,000.00
530	EFT41086	University of South Australia	Staff Training	1,038.87
531	EFT41042	Urban & Regional Planning Solutions	Consultants	1,276.00
532	EFT41154	UrbanVirons Group Pty Ltd	Tree Maintenance	1,980.00
533	EFT41043	UVP Services Pty Ltd	Depot Supplies	132.00
534	058861	Vegas Nikolitsis	Junior Development Grant	200.00
535	EFT40963	VendorPanel Pty Ltd	Licence Renewal	11,143.00
536	EFT40962	Veolia Environmental Services	Rubbish Removal	246.80
537	EFT41436	Veolia Environmental Services	Rubbish Removal	246.80
538	EFT41045	VersaDev Pty Ltd	Annual Support	1,650.00
539	EFT40961	Vili's	Catering	252.12
540	EFT41044	Vili's	Catering	252.12
541	EFT41355	Vili's	Catering	105.82
542	EFT41046	VIP Commercial Cleaning Melrose Park	Window Cleaning	100.00
543	EFT41437	VIP Commercial Cleaning Melrose Park	Window Cleaning	100.00
544	EFT40965	Wallmans Lawyers	Legal Fees	143.22
545	EFT41157	Waterpro Pty Ltd	Irrigation	74,716.31
546	EFT41358	Waterpro Pty Ltd	Irrigation	3,718.20
547	EFT40967	WC Convenience Management Pty Ltd	Cleaning	1,479.23
548	EFT41049	WC Convenience Management Pty Ltd	Cleaning	3,730.36
549	EFT41160	WC Convenience Management Pty Ltd	Cleaning	3,557.40
550	EFT41360	WC Convenience Management Pty Ltd	Cleaning	5,172.35
551	EFT41156	Web Safety Pty Ltd	Clothing	1,569.84
552	EFT41356	Webroot International Ltd	Software	866.66
553	EFT41359	West Adelaide Women's Football Club	Equipment Grant	1,000.00
554	058936	West Area Domestic Violence Service	Staff Casual Day Donations	93.30
555	EFT41440	Western Youth Centre	Partnership Agreement	11,630.85
556	EFT41047	Westside Services (SA) Pty Ltd	Airconditioner Maintenance	192.50
557	EFT41357	Westside Services (SA) Pty Ltd	Airconditioner Maintenance	3,933.96
558	058881	Wholesale Plants and Products Pty Ltd	Plants	5,941.12
559	058884	William Holmes	Junior Development Grant	200.00
560	058921	William Light R-12	Community Grant	3,300.00
561	EFT41158	Willshire Motor Trimmers Pty Ltd	Vehicle Maintenance	250.00
562	EFT41048	Worlds Best Specialised Cleaning	Graffiti Removal	6,600.00
563	EFT40966	Worm Farms Pty Ltd	Worm Farms	307.21
564	EFT41161	X-Treme Towing Service Pty Ltd	Vehicle Tow	330.00
				\$ 3,352,946.34

11.3 Council Budget Report - TWO months to 31 August 2016

Brief

This report provides information to Council on budget results for the two months ended 31st August 2016.

RECOMMENDATION(S)

The Committee recommends to Council that the report be received.

Introduction

The report provides year to date (YTD) budget results for August 2016.

Discussion

Budget variances are summarised in the financial report which is included as **Attachment 1**, with key variances explained below in terms of:

- Operational Income
- Operational Expenditure
- Capital Expenditure
- Capital Income
- Capital Works Expenditure

Operational Income

Key variances include:

- Rates are above budget YTD by \$194,175, largely due to timing.
- Statutory charges are above budget YTD by \$3,139, with parking income \$28,377 greater than expected and dog related income \$32,788 less than expected.
- User charges are above budget YTD by \$14,065, with sundry charges \$16,977 higher than budget for timing reasons. Other timing variances of note include leased property income (\$26,936 favourable) and sanitary and garbage income (\$27,043 unfavourable).
- Grants and subsidies income is above budget YTD by \$1,286,366, largely due to the timing of special road grants (\$565,258), the urban local road grant (\$148,011), HACC income (\$117,186), and Grants Commission payments (\$143,721).
- Reimbursements and other income is \$399,148 above budget YTD, mostly because of higher than expected income associated with an LGA Workers Compensation Scheme payment (\$341,736) and investment income for the Mendelson Foundation (\$50,354).

The end of year (EOY) forecast for operational income is expected to remain unchanged, but it will be reviewed in the September budget review.

Operational Expenditure

Key variances include:

- Staff and related costs are \$171,288 below budget YTD for vacancy and timing reasons.
- Buildings, furniture, plant and equipment costs are \$125,084 below budget due to the timing of computer associated expenditure (\$99,455), plant costs (\$18,741) and maintenance (\$13,334).
- General expenses are below YTD budgets by \$524,574, largely due to lower than expected expenditure for professional fees (\$461,703), insurance premiums (\$80,133), sundry expenses (\$18,209), and advertising and promotion (\$21,916).
- Council related expenditure is \$390,372 below budget YTD, predominantly due to the timing of expenditure for valuation service charges (\$193,452), street lighting (\$89,865), and levies and charges (\$49,007).
- Contract and material expenditure is \$43,379 below budget YTD. This is largely a timing variance related to waste (\$37,141) and contractors (\$26,442). This is partially offset by materials being greater than expected (\$20,204).
- Occupancy and property costs are above budget YTD by \$53,640, with power costs higher than budget YTD by \$16,602 and water rates higher by \$51,348, both for timing reasons. Cleaning and security costs are currently below budget expectations by \$8,329 and \$7,051, respectively, also for timing reasons.

The end of year (EOY) forecast for operational expenditure is expected to remain unchanged, but it will be reviewed in the September budget review.

Capital Expenditure

Key variances include:

- Motor vehicle expenditure is below budget YTD by \$49,696, which is timing related.
- Computer equipment expenditure is below budget YTD by \$552,311, again timing related.
- Other plant and equipment expenditure is below YTD budget by \$245,183 for timing reasons. This is almost entirely depot and library related.
- Land and building costs are \$10,240,695 below budget YTD, for timing reasons, most of which relates to Council's community facilities program and the kiln upgrade.

The EOY forecast for capital expenditure is expected to remain unchanged to the current budget. All variances are timing related.

Capital Income

Key variances include:

- A favourable capital income variance of \$24,509. Unexpected income relating to Brownhill Keswick Creek (\$39,509) has offset budgeted income for the state black spot funding, which is yet to be received, after being carried forward from 2015/16 (\$15,000).

The EOY capital income budget is expected to remain unchanged.

Capital Works Expenditure

Expenditure on capital works YTD is \$1,211,280.

A capital works expenditure summary for YTD August 2016 is attached with appropriate comments provided on the status of individual budget lines. 30.3 percent of the capital works budget has been spent or committed by way of purchase orders as at 31st August 2016.

It is estimated that 100 per cent of the forecast budget of \$30,061,434 is required to complete the program of works and that 88 per cent will be completed by 30 June 2017.

The EOY forecast for capital works expenditure is expected to remain unchanged from the current budget.

Conclusion

Information is provided in this report on budget results for the two months ended 31st August 2016.

ATTACHMENT 1

City of West Torrens Finance Budget Report for the 2 Months Ended 31 August 2016 Operational Income and Expenditure (\$'000's)									
Adopted Budget Original	Adopted Budget Revised	Income & Expenditure	YTD Budgets	YTD Actuals	YTD Variance	YTD Variance %	Budget Remaining	EOY Forecast	
Income									
54,059	54,059	Rates	53,802	53,996	194	0%	63	54,059	
2,200	2,200	Statutory Charges	526	529	3	1%	1,671	2,200	
1,285	1,285	User Charges	230	244	14	6%	1,041	1,285	
4,182	4,367	Grants & Subsidies	335	1,621	1,286	384%	2,746	4,367	
1,270	1,270	Reimbursements & Other Income	138	537	399	290%	733	1,270	
62,996	63,180	Total Income	55,030	56,927	1,897	3%	6,254	63,180	
Expenditure									
21,624	21,654	Staff & Related Costs	3,968	3,796	171	4%	17,858	21,654	
4,766	4,766	Buildings, Furniture, Plant & Equipment	1,371	1,246	125	9%	3,520	4,766	
8,018	8,018	Community Asset Costs	1,337	1,337	0	0%	6,681	8,018	
4,035	4,503	General Expenses	1,691	1,166	525	31%	3,337	4,503	
154	154	Bank & Finance Charges	16	16	0	2%	138	154	
4,093	4,232	Council Related Expenditure	1,478	1,088	390	26%	3,145	4,232	
7,953	7,953	Contract & Material Expenditure	859	815	43	5%	7,138	7,953	
1,567	1,567	Occupancy & Property Costs	108	161	(54)	(50%)	1,405	1,567	
(85)	(85)	Expenditure Recovered	(14)	(7)	(7)	50%	(78)	(85)	
52,126	52,762	Total Expenditure	10,813	9,619	1,194	11%	43,143	52,762	
10,870	10,418	Operating Surplus/Deficit						10,418	

City of West Torrens Finance Budget Report for the 2 Months Ended 31 August 2016 Capital Income and Expenditure (\$'000's)									
Adopted Budget Original	Adopted Budget Revised	Capital Expenditure and Sales	YTD Budgets	YTD Actuals	YTD Variance	YTD Variance %	Budget Remaining	EOY Forecast	
190	197	Motor Vehicles	53	3	50	94%	194	197	
364	584	Computer Equipment	563	11	552	98%	573	584	
963	1,125	Other Plant & Equipment	162	(83)	245	151%	1,208	1,125	
4,080	14,313	Land & Buildings	10,496	255	10,241	98%	14,057	14,313	
299	299	Library Resources	19	12	7	35%	287	299	
5,895	16,518	Total Expenditure	11,294	199	11,095	98%	16,319	16,518	
Adopted Budget Original	Adopted Budget Revised	Capital Income	YTD Budgets	YTD Actuals	YTD Variance	YTD Variance %	Budget Remaining	EOY Forecast	
0	15	Grants & Subsidies - Capital Income	15	40	(25)	(163%)	(25)	15	
0	15	Total Income	15	40	(25)	(163%)	(25)	15	0
Adopted Budget Original	Adopted Budget Revised	Capital Works Expenditure	YTD Budgets	YTD Actuals	YTD Variance	YTD Variance %	Budget Remaining	Adopted Budget Revised	
3,448	5,670	Environment Program	945	197	748	79%	5,473	5,670	
3,550	5,091	Recreation Program	848	422	427	50%	4,669	5,091	
13,021	19,301	Transport Program	3,217	593	2,624	82%	18,708	19,301	
20,019	30,061	Total Expenditure	5,010	1,211	3,799	76%	28,850	30,061	

CITY OF WEST TORRENS BUDGET 2016/17 - AS AT 31 Aug 2016 CAPITAL WORKS EXPENDITURE									
ADOPTED BUDGET ORIGINAL	ADOPTED BUDGET REVISED	FUNCTION	YTD ACTUALS	COMMITTED OR CONTRACTED	ACTUALS AND COMMITTED	% SPENT OR COMMITTED	FORECAST EXPENDITURE TO COMPLETE	EOY FORECAST PERCENTAGE COMPLETE	COMMENT / EXPLANATION
ENVIRONMENT PROGRAM									
<i>Stormwater & Drainage</i>									
365,000	365,000	Minor Drainage Upgrades and Replacement Work	20,885	7,526	28,411	7.5%	365,000	100%	Minor Works / Program commenced
0	144,181	Mile End Cowandilla Catchment	0	125,781	125,781	87.2%	144,181	100%	Works have commenced due completion October 2016
2,322,000	3,982,755	Lockleys Catchment	131,363	1,199,033	1,330,396	33.6%	3,982,755	100%	Works on May Tee have commenced and will continue to through to end of 2016. Consultation design for Rutland Ave Traffic Control and local stormwater collection has been completed with community consultation anticipated in September 2016. Detailed designing of Henley Beach Rd crossing currently being undertaken
100,000	100,000	Ashley St (West St to Hayward Ave)	0	0	0	0.0%	100,000	100%	Completed Design being reviewed in consideration of adjacent capital works in Ashley St and Hayward Ave.
0	239,660	Maria Street Drainage	0	6,908	6,908	2.9%	239,660	100%	These works are now being considered in context with greater drainage upgrade along George St, Dew St and Maria St.
80,000	80,000	Henley St Drainage	0	1,100	1,100	1.4%	80,000	100%	Survey currently being undertaken with design to follow.
<i>Other Environment</i>									
581,000	581,000	Brown Hill and Keswick Creeks	0	0	0	0.0%	581,000	100%	Approval for 1st stage of Greater Management Plan has been confirmed by all necessary stake holders. Project for design concept upgrade of Brown Hill Creek through West Torrens area is nearing draft report stage.
0	197,251	Glenelg Adelaide Pipeline (GAP)	44,521	23,802	68,323	34.6%	197,251	100%	Project in progress; refer Urban Services Report 6 September 2016
3,448,000	5,669,847	Program Total	196,769	1,364,150	1,560,919	27.5%	5,669,847	100%	
RECREATION PROGRAM									
<i>Parks & Gardens</i>									
665,000	971,992	Playground Upgrade	87,825	161,318	249,143	25.6%	971,992	100%	Project in progress; refer Urban Services Report 6 September 2016
350,000	701,478	Reserve Developments - Various	40,425	99,954	140,379	20.0%	701,478	100%	Project in progress; refer Urban Services Report 6 September 2016
565,000	779,345	River Torrens Upgrade	125,786	168,667	284,453	37.8%	779,345	100%	Project in progress; refer Urban Services Report 6 September 2016
30,000	48,141	River Torrens Path Upgrades	0	47,441	47,441	98.5%	48,141	100%	Project in progress; refer Urban Services Report 6 September 2016
640,000	985,287	Reserve Irrigation Upgrades	142,736	139,681	282,417	28.7%	985,287	100%	Project in progress; refer Urban Services Report 6 September 2016
600,000	600,000	Additional Open Space Amenity Initiatives	272	134,704	134,976	22.5%	600,000	100%	Works program commenced
0	159,072	Urban Forest James Congdon Drive	0	185,110	185,110	103.8%	159,072	100%	Detailed landscape design and tender documentation is completed, works in progress
60,000	60,000	Bikeway Path Upgrade and Reseal	0	0	0	0.0%	60,000	100%	Staged reseal works are scheduled commenced / underway
<i>Sports Facilities</i>									
40,000	185,478	Tennis Court Upgrades	19,310	47,320	66,630	35.9%	185,478	50%	Works scheduled / programmed
500,000	500,000	Apex Park	5,529	34,268	39,797	8.0%	500,000	100%	Design underway
50,000	50,000	Airport Road	0	0	0	0.0%	50,000	100%	Concept development underway
50,000	50,000	Memorial Gardens	0	0	0	0.0%	50,000	100%	Concept development underway
3,550,000	5,090,793	Program Total	421,883	998,463	1,420,346	27.9%	5,090,793	98%	

CITY OF WEST TORRENS
BUDGET 2016/17 - AS AT 31 Aug 2016
CAPITAL WORKS EXPENDITURE

ADOPTED BUDGET ORIGINAL	ADOPTED BUDGET REVISED	FUNCTION	YTD ACTUALS	COMMITTED OR CONTRACTED	ACTUALS AND COMMITTED	% SPENT OR COMMITTED TO COMPLETE	FORECAST EXPENDITURE TO COMPLETE	EOY FORECAST PERCENTAGE COMPLETE	COMMENT / EXPLANATION
TRANSPORT PROGRAM									
<i>Roads Sealed</i>									
9,311,912	14,565,016	City Funds/ULRG Funds/Carryovers	224,662	4,633,025	4,858,287	33.4%	14,565,016	80%	Project in progress; refer Urban Services Report 6 September 2016
1,442,053	1,442,053	Roads to Recovery Grant Funds	0	0	0	0.0%	1,442,053	100%	Project in progress; refer Urban Services Report 6 September 2016
0	0	<i>Other Transport</i>	0	0	0	#DIV/0!	0	100%	Various projects in progress / underway - Budget Amount Not Included
200,000	241,825	Roundabouts / Minor Road Rehabilitation	28,230	66,179	94,409	39.0%	241,825	100%	Sites being scoped in preparation for civil works. Bus shelters to be purchased and installed.
505,000	634,605	Bus Shelters	0	12,844	12,844	2.0%	634,605	70%	Minor Traffic Management & LATM related works ongoing. Design for for roundabout at Dew and George Street, Thebarton completed, currently finalising acquisition of land and preparing for works. Blackspot funding for 16/17 is at Hardys Rd & Ashley St - roundabout (\$79,250). Wainhouse St & North Pde (\$20,000). Conceptual designs undertaken for both. Other LATM projects ongoing. Jenkins St crossing upgrade concept being developed.
115,000	201,765	Traffic Management	53,265	23,203	76,468	37.9%	201,765	100%	Minor Traffic Management & LATM related works ongoing. Design for for roundabout at Dew and George Street, Thebarton completed, currently finalising acquisition of land and preparing for works. Blackspot funding for 16/17 is at Hardys Rd & Ashley St - roundabout (\$79,250). Wainhouse St & North Pde (\$20,000). Conceptual designs undertaken for both. Other LATM projects ongoing. Jenkins St crossing upgrade concept being developed.
670,000	1,084,438	Bicycle Management Schemes	5,287	602,276	607,563	56.0%	1,084,438	70%	Beare Avenue shared use path concept being developed for consultation.
0	223,763	Public Lighting	152,445	28,015	180,460	80.6%	223,763	100%	Project in progress; refer Urban Services Report 6 September 2016
		Bio-Science Product Works							Detailed design and documentation for the upgrade of Holland Street, Thebarton, between the William Goodman bridge and Anderson Street is completed. Works in progress
Bridges									
100,000	208,145	Bridge Ancillary Works (as per Bridge Audit)	0	123,781	123,781	59.5%	208,145	100%	Construction of Shared Bridge at Watson Ave Underway
Footways & Cycle Tracks									
239,508	261,330	Footpath Renewal Program	0	0	0	0.0%	261,330	100%	Program scheduling underway
237,854	237,854	Footpath Construction Program	0	0	0	0.0%	237,854	100%	Program scheduling underway
200,000	200,000	Footpath Remediation Program	128,739	29,985	158,724	79.4%	200,000	100%	Various footpath projects in progress / underway
13,021,327	19,300,794	Program Total	592,628	5,519,908	6,112,536	31.7%	19,300,794	82%	
TOTAL - ALL CAPITAL WORKS									
20,019,327	30,061,434		1,211,280	7,882,521	9,093,801	30.3%	30,061,434	88%	

11.4 Hours of Operation 2016/17 - Christmas and New Year

Brief

This report advises of the hours of operation for the Civic Centre, Hamra Centre Library and Depot over the Christmas/New Year period for 2016/17.

RECOMMENDATION(S)

The Committee recommends to Council that the hours of operation of the Civic Centre, Hamra Centre Library and Depot be noted.

Introduction

The City of West Torrens aims to ensure the ongoing provision of services to its community during the 2016/17 Christmas and New Year period.

Discussion

The Civic Centre, Hamra Centre Library and Depot will be open for business as follows over the Christmas/New Year period:

Day	Date	Civic Centre	Library	Depot
Friday	23 December	8.30am - 12 noon <i>Close at 12 noon</i>	10am - 12 noon <i>Close at 12 noon</i>	7am - 12 noon <i>Close at 12 noon</i>
Saturday	24 December	Closed	10am - 4pm	Closed
Sunday (Public Holiday)	25 December	Closed	Closed	Closed
Monday (Additional Public Holiday)	26 December	Closed	Closed	Closed
Tuesday (Public Holiday)	27 December	Closed	Closed	Closed
Wednesday	28 December	8.30am - 5pm	10am - 6pm	7am - 4pm
Thursday	29 December	8.30am - 5pm	10am - 6pm	7am - 4pm
Friday	30 December	8.30am - 5pm	10am - 6pm	7am - 4pm
Saturday	31 December	Closed	10am - 4pm	Closed
Sunday (Public Holiday)	1 January	Closed	Closed	Closed
Monday (Additional Public Holiday)	2 January	Closed	Closed	Closed

The mobile library service will not be provided from 1.00pm on the 23 December 2016 to 2 January 2017 inclusive.

Conclusion

Notices will be posted at the Civic Centre, Hamra Centre Library and Depot, as well as on Council's website, to advise the community of these opening hours.

11.5 2016/17 Local Government Association Workers Compensation Rebate

Brief

This report provides elected members with a brief outline of the 2016/17 Local Government Association Workers Compensation Scheme rebate.

RECOMMENDATION(S)

The Committee recommends to Council that the report be noted.

Introduction

The City of West Torrens make an annual premium contribution to the Local Government Association Workers Compensation Scheme (LGAWCS) for the provision of support and services in the areas of workers compensation claims management, return to work services, and work health safety management/consultancy.

Discussion

Each year, a rebate (or penalty) is applied to the premium contribution that reflects performance in the areas of workers compensation claim and return work services (rolling 4 year period) and work health safety management systems. Based on previous experience, an anticipated rebate of \$290,000 was captured in the 2016/17 budget.

The LGAWCS has recently advised that based on successful performance in the areas of safety, return to work and claims management, the rebate to be received this year is \$341,736.

It is also worth noting that the City of West Torrens has received a perfect work health safety and injury management audit score, while also achieving a net rate score that is favourably below the local government average for 2016.

The table below outlines our performance over the past five years:

Year Ending	WHS & IM Audit Score	Rebate received	West Torrens Net rate	LG Ave Net Rate
2012	90%	\$261,427	2.70%	2.58%
2013	90%	\$246,951	2.85%	2.60%
2014	83%	\$289,266	2.61%	2.53%
2015	67%	\$290,345	2.75%	2.45%
2016	100%	\$341,736	2.54%	2.81%

The above results have been attained through a much stronger focus being placed by the organisation on meeting the requirements for a sustainable work health safety management system that meets legislative requirements, while also proactively managing workplace injuries.

Conclusion

The City of West Torrens' performance in the areas of work health safety, workers compensation claims management and return to work services has resulted in a higher than expected rebate return from the LGAWCS.

11.6 Review of Hard Waste Collection Trial

Brief

A review is provided in this report of the 'at call' hard waste collection service trial that commenced operation on 1 October 2015 and is due to cease on 30 September 2016.

RECOMMENDATION(S)

The Committee recommends to Council that the following options for the hard waste collection service be considered:

1. The 'at call' hard waste collection service be continued with residents being entitled to two booked collections per household per financial year;
2. A short term extension of at-call collection arrangements be negotiated with Solo from 1 October 2016 in order for the service to be tendered by Council;
3. A tender be called for an at-call hard waste collection service to be provided to Council residents.

OR

1. An annual hard waste collection service be provided to residents based on the service model used by Council prior to the at-call trial service being introduced;
2. A comprehensive publicity campaign be undertaken to advise residents of the service change occurring.

Introduction

This report provides a review of the operation of the 'at call' hard waste collection service trialled by Council, incorporating information on:

1. Publicity and promotion that has been undertaken to inform residents of the service;
2. The level of support for the service as evidenced by bookings that have occurred;
3. Feedback from residents via a survey included as a part of the trial; and
4. The cost of the trial.

Background

A report that proposed changes to hard waste collection arrangements, including the introduction of an at-call service, was presented to Council on 19 May 2009, but the motion to endorse the recommendations was lost. The report is included with the agenda as **attachment 1**.

Council revisited this decision on 16 February 2010, resolving that the community be consulted, with the following motion carried:

1. Community consultation be undertaken on hard waste collection arrangements to ascertain the preferred method of delivery in the 2010/11 financial year.
2. A further report be provided to Council after the completion of the consultation process.

A community survey was undertaken in response to this motion, with Council advised on the outcome on 18 May 2010. The survey drew 1,558 responses, as follows:

What type of service do you prefer?

Current	801 (51.4%)
At-call	721
No preference	21
Both	15

On the basis of these responses, changing from current hard waste collection arrangements to an at-call service was not proposed.

The following motion was then moved on 3 February 2015:

MOVED Cr O'Rielley SECONDED Cr Demetriou that:

- 1. Council introduce a 12 month trial of two (2) at call hard waste collections in place of one annual hard rubbish collection.*
- 2. Communication be provided to all ratepayers on change of process including an invitation for feedback on change.*
- 3. At the end of the 12 month period a report be brought back to Council detailing the results of the trial.*

The appropriate budget provision be provided in the 2015/16 annual Council budget to facilitate the at call hard waste trial.

AMENDMENT

MOVED Cr Woodward SECONDED Cr McKay that the decision be deferred until the Administration can provide more information on matters including but not limited to, costs, take up rates and demand and feedback from other councils involved in providing at call hard waste collections in place of one annual hard rubbish collection and carry out appropriate consultation of the community.

CARRIED

*The motion as amended was Put and **CARRIED***

A report in response to this motion that feedback be provided on the provision of at-call collection services in other councils was presented to Council on 19 May 2015. The report is included with the agenda as **attachment 2**.

The following motion was moved at the meeting:

MOVED Cr Mangos SECONDED Cr Woodward that:

- 1. An at-call hard waste collection service be introduced for trial across the whole Council area for 12 months commencing in October 2015, with two free collections per household;*
- 2. A specification and tender be developed for a contracted out at-call waste collection service;*
- 3. Trial arrangements be publicised widely within the community;*

4. *A review of the trial be undertaken and it be reported to Council at the conclusion of the trial.*

was Put and **CARRIED**

The decision was set aside by the Presiding Member when Cr McKay called for a division

FOR

Crs G Demetriou, M Hill, A Mangos, S Tsiaparis, G Nitchke, G Palmer, R Dua, J Woodward, C O'Rielly, G Vlahos and Mayor J Trainer

AGAINST

Crs S Rypp, K McKay, T Polito, R Haese

*The Presiding Member declared the motion **CARRIED***

On 16 February 2016 a motion moved by Cr Woodward and seconded by Cr Tsiaparis was carried that the availability of one free voucher for rubbish to be dumped at the Waste Transfer Station:

"form part of the review of the entire hard waste collection".

Discussion

The contract for the trial for the 'at call' collection service was negotiated with Solo Resource Recovery (Solo), the contractor used for Council's previous annual collection campaigns.

Although the collection service did not commence until Thursday 1 October 2015, Solo agreed to accept bookings from our residents as soon as its online booking form was active. Online bookings commenced on 16 September 2015 and, such was the interest from residents, Solo had 525 bookings prior to the first collection on 1 October 2016.

Bookings could be made by phoning Solo direct or by completing the online form which was linked to the hard waste page on Council's website. Hard waste collections occurred on the day after a resident's scheduled kerbside bin collection day e.g. a resident whose bins were collected on a Thursday would have a hard waste collection on a Friday.

Older residents and those with a disability who were unable to arrange for family or friends to place items out for collection were referred by customer service staff to Home Assistance staff of Council. They assessed eligibility for support and made bookings, with collections scheduled on a Friday so that our staff could be available to place items out on a Thursday, ensuring an efficient use of staff time.

After a service booking was made and about a week prior to the collection date, residents received the following:

- A letter confirming the collection date;
- Hard waste collection guidelines which are included in the booking confirmation letter;
- A pre-booked hard waste collection label to place on items for collection;
- A survey with reply-paid envelope which could also be completed online.

Solo scheduled a maximum of 40 collections per week day (200 per week or approximately 800 per month). 200 collections per week were the norm to keep up with demand in the first three months of the trial. Waiting periods exceeded the anticipated four (4) week period between booking and collection for a period of time prior to Christmas. However, from February the waiting times between booking and collection reduced to less than four weeks. Australia Post was then unable to deliver the confirmation letter, guidelines, pre-booked hard waste collection label and survey information in time for the collection and although Solo advised the resident of the collection date at the time of booking, some residents missed their collection. To alleviate this issue, Solo requested an email address from those making a booking by phone so that a confirmation email with all relevant information could be sent. The email includes an A4 size label to be printed by the resident and attached to the items for collection in lieu of the adhesive label which would otherwise have been provided by mail.

Promotion

Website

An article entitled 'When two are better than one' was published on the news page of the website on 19 August 2015 outlining the fact that residents would be entitled to two hard waste collections during the 12 month trial period and the anticipated benefits of the 'at call' service.

The news page was updated on 13 October 2015 to direct residents to the revised hard waste page of the website where they would find information on how to book, the collection guidelines and items that will or will not be collected.

The hard waste page was again updated on 2 November 2015 to inform residents of what happened to the items after collection, given: there is a misconception in the community that it all ends up in landfill and this needed to be explained as not being the case.

Messages appeared on a regular basis on both Facebook and Twitter throughout the trial.

Flyer

A full colour bi-fold flyer entitled "Domestic Hard Waste Collection: New 'At Call' Trial" was distributed to residents from Saturday 19 September 2015 to Wednesday 23 September 2015 to ensure maximum distribution success. The flyer was also available from the Civic Centre, Hamra Centre Library and Community Centres.

Talking Points

Talking points was used to publicise the at-call service as follows:

- The Winter 2015 edition contained a small article announcing Council's resolution in May to introduce an 'at call' hard waste collection service for trial.
- The Spring 2015 edition promoted the new collection system in more detail as the issue coincided with the start of 'at call' bookings.
- The Autumn 2016 edition had an article entitled 'What happens to your hard waste?' which assured residents that the material collected is recycled or reprocessed to the extent that only about 10 per cent ends up in landfill. A colour advertisement also encouraged residents to 'have a say' on the at-call hard collection even if they hadn't booked a collection.

Messenger

Articles about the hard waste trial appeared in the Council column as follows:

- August 2015 - informed residents of the upcoming trial and its expected commencement date.
- October 2015 - provided further details about the trial and how to book a collection.
- December 2015 - how to book a hard waste collection.
- February 2016 - included a reminder about booking a hard waste collection and completing the survey.
- March 2016 - indicated that help with hard waste was available through community services and also advised on how to book a collection.
- June 2016 - provided a reminder on how to book a collection and to complete the survey.

Banners

Vinyl or corflute banners, 'Two are better than one', have been displayed at various banner structures in the Council area subject to site availability. The display schedule has been as follows:

- Camden Oval, Anzac Hwy, Novar Gardens - vinyl banner
5 October - 7 December
28 December - 25 January 2016.
- Tapleys Hill Rd, West Beach - vinyl banner
19 October - 15 February
- Corner Hounslow Ave and Marion Rd, Cowandilla - corflute
12 October - 9 November
4 December - 1 December
25 January - 15 February
- Tapleys Hill Rd (near Torrens Bridge), West Beach/Fulham - corflute
12 October - 9 November
4 December - 1 December
25 January - 15 February
8 August - 5 September
- Corner Henley Beach Rd & South Rd, Torrensville - vinyl banner
15 February - 29 February
11 April - 16 May
8 August - 5 September

Multiscreen graphic - Hamra Centre foyer

The multi-screen display in the foyer of the Hamra Centre has been used for several graphics related to the 'at call' trial, including:

- A graphic advising residents that they could book two collections by contacting Council or booking online on the Council website, uploaded in mid-September. This graphic was updated in early December to include phoning Solo to make a booking or booking online on the Council website.
- A graphic encouraging residents to 'have a say' by completing the survey.

Pull-up banner displays

A pull-up banner has been on display in the foyer of the Civic Centre for the duration of the trial and another has been used in the Hamra Centre when space permitted.

Shopping Centre display

A member of the Waste team attended the following shopping centres this year to promote the 'at call' service and spoke to a total of 275 residents:

- Torrensville Plaza, 17 March
- Centro Hilton, 7 April
- Centro Kurralt Park, 19 April.

In addition, the 'on hold' Council telephone messages between October 2015 to March 2016 included a message about the 'at call' collection service.

Survey

Residents who booked the service were sent a survey on the 'at call' service and a reply-paid envelope. These residents as well as those who were not intending to book, could complete the survey on-line. For those without internet access, hard copies of the survey, reply-paid envelopes and the flyers were available for collection from displays in the foyer of the Civic Centre and the Hamra Centre.

Survey responses to 31 August 2016 are included in this agenda under separate cover and are summarised as follows:

- 1,595 residents responded to the survey with 1,498 or 94 per cent having booked a collection and 97 or 6 per cent not having booked.
- Of the 1,433 residents who reported booking a collection, 79 residents reported that they booked two collections.
- Customer service from Solo staff was rated at 4.56 where 5 = Excellent.
- The collection service was rated at 4.62 where 5 = Excellent.
- Residents were asked how long they waited for the collection from the date of booking, and of the 1,374 responses to this question, 178 residents (13 per cent) had their collection within a week. Responses for a one week wait or more (n = 1,212) were:
 - 1 week = 14 per cent
 - 2 weeks = 28.9 per cent
 - 3 weeks = 25.7 per cent
 - 4 weeks = 21.6 per cent
 - 5 weeks = 5 per cent
 - 6 weeks = 5 per cent.

The aim is for a waiting period no longer than 4 weeks and this was monitored by Council staff. The waiting time was generally between two and four weeks.

- Of the 1,419 respondents who answered the question concerning the use of the pre-booked collection label to indicate to others that they had permission to place items out on the kerb, just under 90 percent reported using it.
- In response to a question on whether respondents would consider booking a hard waste collection in the future, 95 per cent of the 999 who answered said that they would book a service again. When asked for the reason for their response, 443 respondents did so as follows:

Number	Feedback	%
203	Favoured 'at call'	46
23	Rejected 'at call'	5
8	Suggestions	3
209	Non-specific comments only	47

- 806 responses were provided to the question which asked for additional comments or suggestions about the trial, as follows:

Number	Feedback	%
457	Favoured 'at call'	56
137	Rejected 'at call'	17
11	Neutral	1
201	Provided comments e.g. improvements & other options	25

- Comments about the service from all respondents to the above question were quite varied, but comprised a number of themes summarised below:
 - 32 respondents commented that 'recycling' or 'scavenging' had occurred despite the fact that residents were advised to place items out for collection no sooner than 24 hours prior to collection.
 - 37 respondents commenting that items were added to their pile or expressed concern about illegal dumping.
 - 25 respondents wanted more than 24 hours to put items out, particularly if their collection day was mid-week onwards. Many suggested being permitted to put items out on the weekend prior to their collection.
 - 13 respondents wanted a choice of collection date e.g. a Monday to allow them to put items out on the weekend.
 - 13 respondents commented about the waste voucher.
 - One person requested two vouchers instead of a collection
 - One person requested either two vouchers plus one 'at call' or two 'at call' plus a voucher.
 - Two persons requested an annual collection plus a voucher.
 - 13 respondents queried the cost of the 'at call' service.
 - 12 respondents commented on the pre-booked collection labels e.g. more than one should be provided, the label needs to be more adhesive, there is no need for a label etc.
 - 2 respondents wanted more than 2 'at call' collections per year, but 2 respondents wanted a campaign style collection every 2 - 3 years, and 3 respondents preferred an annual and an 'at call' collection per year.
 - 6 respondents wanted the range of items for disposal to be increased e.g. to include empty paint cans, building materials, tyres, gas bottles, clothing.

- 3 respondents wanted the volume allowed to be increased.
- For those whose collection exceeded 6 weeks from the date of booking, the waiting time was noted by staff, and some respondents commented on the waiting time from booking to collection. Of the 42 notations and comments:
 - 5 commented that 4 weeks' wait for a collection is too long.
 - 3 waited 10 weeks
 - 3 waited 9 weeks
 - 5 waited 8 weeks
 - 4 waited 7 weeks
 - 4 waited 6 weeks
 - 1 waited 5.5 weeks

These extended waiting periods would have occurred during the lead up to Christmas. Bookings were open from mid-September last year and demand from the outset exceeded the maximum number of 200 collections per week available. As stated earlier, Solo had 525 bookings in the fortnight prior to the commencement of collections on 1 October, 2015. As expected, demand declined in February when school holidays finished, as the graph below of monthly services shows.

Trial Data

From 1 October 2015 to 31 August 2016 there were 7,631 collections, an average of 694 per month. The collections per month declined as the trial progressed as shown in the following graph. Demand for bookings declined after February 2016.

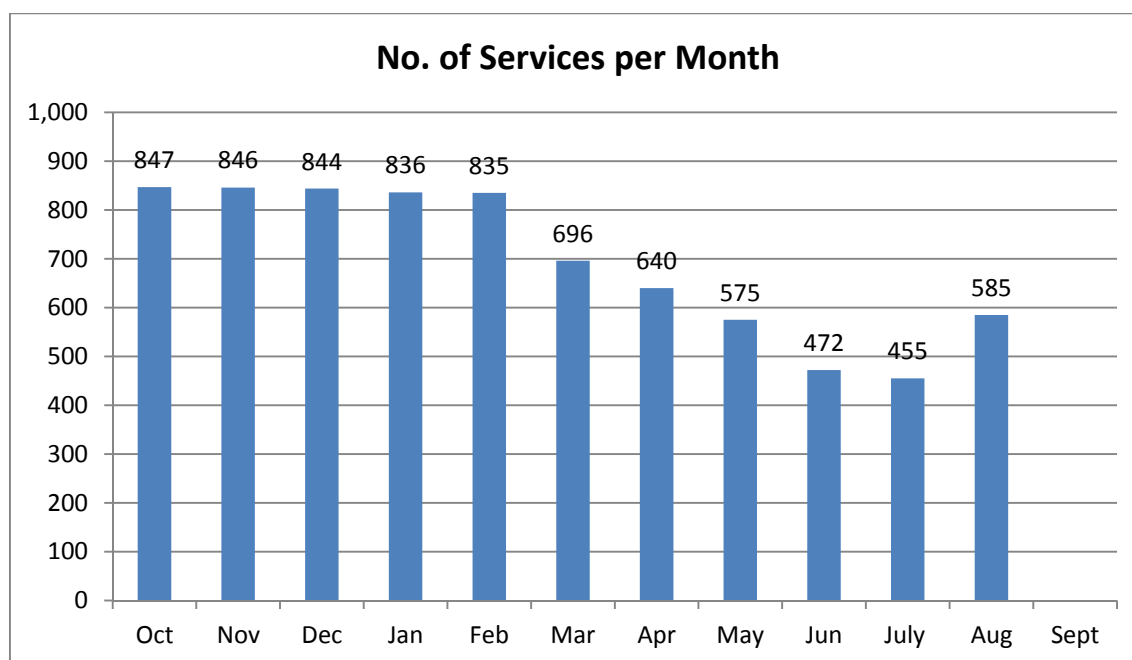
986 residents had two collections.

More detailed disposal and collection statistics for the trial, including costs, are shown in the table that follows. Disposal tonnages total 1,127.1 for the 11 months to 31 August 2016 and are estimated to be 1,200 for the 12 months of the trial. This compares with 767 tonnes in the 2014 collection, representing an increase of 433 tonnes or 56 per cent. Service numbers are expected to be slightly lower than 2014, which suggests that the tonnage increase is largely attributable to a substantial absence of "scavengers" during the trial.

Trial costs for the 11 months total \$349,451 and are estimated to be \$375,000 for the 12 months of the trial. This compares with a cost of \$255,558 for the 2014 collection, an increase of \$119,442 or 46.7 per cent. Higher tonnages explain about one-third of this additional cost, with the balance largely reflecting a more expensive system of collection.

Solo Resource Recovery, the trial contractor, has foreshadowed higher rates if at-call is continued beyond the trial, and this could push the future annual cost of the service, assuming similar service numbers and tonnages, to something like \$435,000

The costs of delivering an at-call service are clearly much higher than those expected when decisions about a trial were made.



Trial statistics are as follows:

**On-Call Hard Waste Collection Statistics
October 2015 to Date**

	Collection		Disposal		Mattresses		Total \$
	No. of Services	\$	Tonnes	\$	Number	\$	
Oct-15	847	25,410.00	128.70	11,583.00	94	1,316.00	38,309.00
Nov	846	25,380.00	128.22	11,539.80	119	1,666.00	38,585.80
Dec	844	25,320.00	126.94	11,424.60	89	1,246.00	37,990.60
Jan-16	836	25,080.00	124.86	11,237.40	131	1,834.00	38,151.40
Feb	835	25,050.00	127.43	11,468.70	205	2,870.00	39,388.70
Mar	696	20,880.00	106.17	9,555.30	120	1,680.00	32,115.30
Apr	640	19,200.00	85.84	7,725.60	129	1,806.00	28,731.60
May	575	17,250.00	81.05	7,294.50	116	1,624.00	26,168.50
Jun	472	14,160.00	69.25	6,232.50	100	1,400.00	21,792.50
Jul	455	13,650.00	64.33	5,789.70	110	1,540.00	20,979.70
Aug	585	17,550.00	84.31	7,587.90	150	2,100.00	27,237.90
Sep	0	0.00	0.00	0.00	0	0.00	0.00
Total	7,631	228,930.00	1,127.10	101,439.00	1,363	19,082.00	349,451.00
2014 Collection	8,313	170,000.00	767.18	69,046.20	-	16,512.00	255,558.20

The option of providing residents with two hard waste collections per year using the pre-trial service method has been raised as a possibility for Council consideration. Only one resident raised this during the trial. It is not being proposed in this report, but if introduced would cost an estimated \$500,000 per annum.

A further option is to offer the at-call service on the basis of one service only per annum. This is not being proposed, but if introduced would reduce costs based on trial statistics above by an estimated 13 per cent or \$45,000.

Waste Vouchers

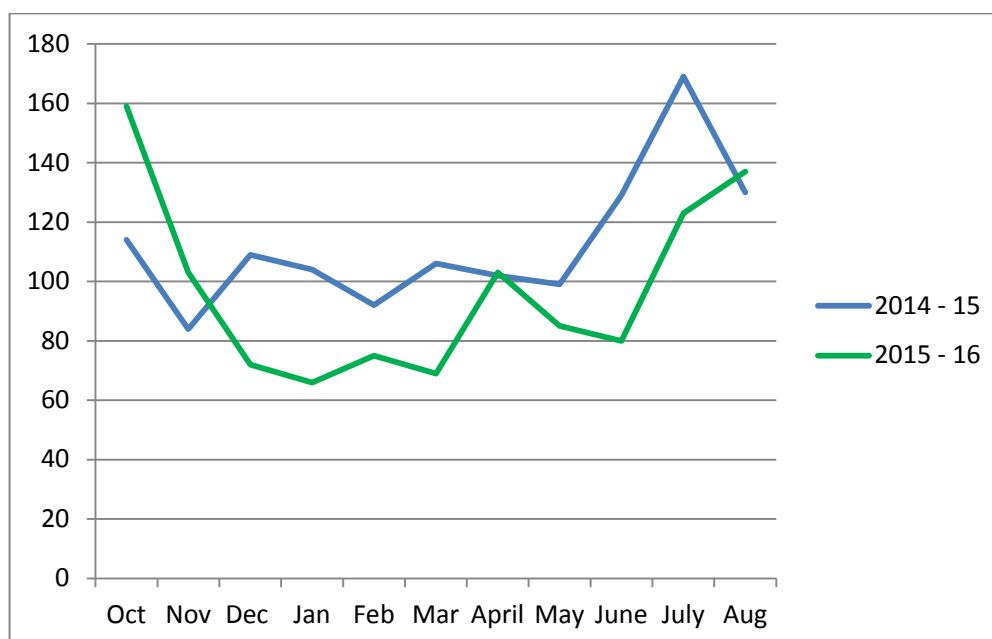
Another option is to continue the 'at call' hard waste collection service with the option of two booked collections or one booked collection and a waste voucher per household per financial year. Note that the voucher was introduced a few years ago as a part of Council's 'Save Heaps' campaign against illegal dumping and specifically targeted illegal dumping. A voucher cost of \$60,000 was incurred in 2015/16, an amount that would most likely increase if vouchers were offered in conjunction with a hard waste collection service.

Waste vouchers issued during the trial period, when compared with the same period in 2014/15, show an overall decline despite the Council decision in February this year to allow owners as well as occupiers to access them. The introduction of at-call collection arrangements is believed to be the reason for this decline.

Changes to current waste voucher arrangements are not proposed in this report.

**Waste vouchers issued per month
2014/15 and 2015/16**

	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Total
2014/15	114	84	109	104	92	106	102	99	129	169	130	1,238
2015/16	159	103	72	66	75	69	103	85	80	123	137	1,072



Illegal Dumping

An analysis of the illegal dumping incidents reported to Council each month during the period of the trial from 1 October 2015 to 31 July 2016 shows an increase of 37.7 per cent in incidents reported.

	Incidents	Ave increase
1/10/2014 - 1/08/15	764	
1/10/2015 - 31/08/16	1,052	
		37.7%

This increase in reported incidents is most likely due to residents noticing neighbours placing items out for a booked collection and deciding to follow suit in the belief that a hard waste collection for their area is underway. It is reasonable to expect that ongoing community education about the service if continued would see a decrease in the reported incidents.

City of Charles Sturt

In 2015, The City of Charles Sturt undertook an internal review of its hard waste collection service and reported to its Council in November last year on a range of preferred service models to take to community consultation. As a result, in early 2016 the Council resolved to consult with the community on three proposed hard waste options, which it reported upon as follows:

- 36.9 per cent preferred option 1 - annual hard waste collection - current service.
- 42.2 per cent preferred option 2 - at-call hard waste collection - two free per year.
- 20.9 per cent preferred option 3 - at-call hard waste collection - with dump voucher option.

In May, the City of Charles Sturt noted the strong support for a change to an at-call hard waste service as preferred by a clear majority of survey respondents (63 per cent) and the limited interest in dump vouchers, as preferred by a minority of 36 per cent. Based on this, the Council resolved to implement an 'at call' hard waste collection service with each household being entitled to two booked collections per year. The introduction of dump vouchers was deferred as these could be introduced in the future if Council so wished. The Council aims to commence the new system in September 2016.

Other Councils

The list of metropolitan councils with an 'at call' collection service is now as follows:

- Charles Sturt;
- Holdfast Bay;
- Marion;
- Unley;
- Mitcham;
- Onkaparinga;
- Port Adelaide Enfield;
- Prospect;
- Tea Tree Gully;
- Campbelltown;
- Playford;
- Salisbury.

Conclusion

A review is provided in this report of the 'at call' hard waste collection service trial that commenced operation on 1 October 2015 and is due to cease on 30 September 2016.

ATTACHMENT 1

CORPORATE AND REGULATORY STANDING COMMITTEE
19 May 2009

Page 56

11.9 Hard Rubbish Collection

Brief

This report proposes changes to hard waste collection arrangements.

RECOMMENDATION(S)

It is recommended to Council that:

1. An at-call hard waste collection service be endorsed for trial in the 2009/10 financial year, with two free collection per household.
2. A specification and tender be developed for a contracted out at-call waste collection service which includes a greater focus on recycling rates.
3. At-call hard waste collection services be pursued jointly with the City of Holdfast Bay.
4. Residents be advised over the duration of the 2009/10 financial year of revised hard waste collection arrangements being trialled.
5. A review of the trial be undertaken, and a report be presented to Council in April 2010 ahead of the budget process being concluded for the 2010/11 financial year.

Introduction

On 5 September 2006, Council endorsed a regional waste management strategy and plan, along with a recommendation that a Regional Waste Management Steering Group investigate options that included modification of the hard waste collection service. This review was undertaken by the councils involved in the regional group (Onkaparinga, Marion, Mitcham, West Torrens, Unley and Holdfast Bay), in conjunction with Zero Waste, and was finalised in August 2008. A report from the review is included with the agenda under separate cover.

This report provided some impetus across the region for hard waste collection services to be reviewed. Holdfast Bay recently completed its review and has resolved to introduce an at-call service. Charles Sturt is about to review its arrangements.

A review of services in the City of West Torrens was recently completed and the outcome is summarised in this report.

Discussion

It is widely acknowledged that there is no best practice model for the provision of hard waste collection services. It also needs to be noted that there is no legislative requirement for councils to provide a hard waste collection service, however there is a high degree of community expectation that a service be provided.

Councils typically employ one of three models when dealing with hard waste collection:

- Campaign – a scheduled kerbside collection organised by Council and carried out by either Council staff, or more typically, contractors. This is what currently occurs in the City of West Torrens.
- At-call – a collection by Council (or a contractor acting for Council) by arrangement with a resident that is not part of a scheduled collection program. Hard waste is still collected from the kerb, but individual pick-ups are arranged by residents making contact with Council and / or the contractor.
- Drop Off – a waste collection point for residents to take their hard waste, by their own means, for disposal.

Each of these options is considered in turn.

Campaign Collection

The following councils currently offer a campaign hard waste collection service:

- Adelaide (four per annum);
- Burnside;
- Campbelltown (every two years);
- Charles Sturt (under review);
- Mitcham;
- Norwood Payneham;
- Walkerville;
- West Torrens.

Benefits and limitations of a campaign service include:

Benefits

- Enables efficient vehicle and labour utilisation resulting in lower cost per service;
- Greater opportunity for reuse/recycling at kerbside;
- Greater opportunities for reuse recycling at kerbside if specialised vehicles are employed (currently minimal).

Limitations

- Significant aesthetic impact on streetscape;
- Unauthorised additions to household items by other households
- Potential public liability issues;
- Greater incidence of non-compliance with disposal of permitted and non-permitted items;
- Disruption caused by scavenging;
- Non compliance with volumetric and weight restrictions;
- Operational challenges due to concentrated peak work loads for contractors and Councils;
- Costly yearly advertising campaign (as opposed to at-call).

For the second year running, the City of West Torrens in conjunction with the City of Holdfast Bay, engaged a contractor to carry out the hard waste collection in 2008/09. In total 610.78 tonnes of material was collected from 7,558 properties (27.8 per cent participation rate), with 40.70 tonnes of this being recycled as scrap metal. The total cost to Council was \$155,995.

An amount of \$166,000 has been included in the draft budget for 2009/10, sufficient to cover all costs, including advertising, contract and disposal costs.

The 2008/09 program ran reasonably smoothly, however the reoccurring issues of 'no notification', 'late presentation', 'missed' collections and the presentation of non-accepted items still occurred. The presentation of non-accepted items continually presents the biggest issue for Council and typically results in field staff having to collect at a later date (mattresses being the biggest offender).

E-waste was advertised as a non-accepted item and interestingly very little was presented for collection. The positive aspect of this was that the presentation rate of West Torrens' residents at our partnership program with E-Cycle Recovery at Netley significantly increased during hard waste month.

Council officers attended to 176 notifications of non complying items that have been placed out for the hard waste collection.

Council has received 326 notifications, so far this year, about household items being placed on the footpath/verge area, where on most occasions it requires the Urban Services' staff to pick up and dispose of these items. An average of 19 tonnes per month is taken to transfer station for disposal. The estimated cost to remove and dispose of these items is \$130,000.

The campaign collection which council has employed for several years has adequately served community requirements.

At-Call Collection

A number of Councils across metropolitan Adelaide have in recent years moved to 'at-call' hard waste services. The following councils currently offer this service:

- Holdfast Bay;
- Onkaparinga;
- Playford;
- Pt Adelaide Enfield;
- Prospect;
- Tea Tree Gully;
- Salisbury;
- Unley.

The number of services ranges from two per year at Unley and Onkaparinga to an unlimited number at Tea tree Gully. All but Tea Tree Gully limit the number of collections per resident per annum, possibly to ensure there is control over the total cost of the service provided. Adelaide Hills and Mt Barker do not offer a service.

Marion, Onkaparinga and Unley currently use the resources of their field staff to carry out the work, rather than contract out, and as such it is not possible to partner with these councils to deliver the proposed service. However, Holdfast Bay has contracted out its at-call collection and this provides Council a partnering opportunity, and in turn economies of scale.

Benefits and limitations of an on-call service include:

Benefits

- Improved service timing for residents;
- Reduced aesthetic impact upon the community (as opposed to campaign);
- Ability to manage overall cost of service by limiting provision of service (eg Unley restrict to 75).

Limitations

- Unauthorised additions to household items by other households;
- Inefficient use of Council and contract resources;
- Challenges to restrict pick up delays to a reasonable timeframe;
- Potential public liability (reduced as opposed to campaign);
- Increased administrative requirements (if conducted internally).

A number of councils (eg Salisbury and Holdfast Bay) have recently moved to introduce a collection charge (eg \$10.00 per participating resident with a maximum of two collections per calendar year). Salisbury's experience is that the charge has reduced demand for the service, and there is an expectation that illegal dumping will increase.

There is a strong community perception that hard waste is a service funded by rates, so charging is not being proposed for West Torrens' residents. Council could open itself to criticism and be seen to be 'double-dipping' if a move to an at-call service occurs and a user contribution is requested.

An at-call service does have advantages over a campaign collection. Implementation could involve Council areas being broken into four sections, as occurs with the current collection, with each section allocated a week of the month as shown below. Residents then have the opportunity to dispose of their unwanted items at a time more suitable to them, rather than holding onto hard waste for up to 12 months at a time.

Week 1	Week 2
Camden Park	Cowandilla
Novar Gardens	Hilton
Ashford	Richmond
Glandore	West Richmond
Glenelg North	Marleston
Keswick	Netley
Kurrallta Park	North Plympton
Plympton	

Week 3	Week 4
Brooklyn Park	Fulham
Torrensville	Lockleys
Thebarton	Underdale
Mile End	West Beach
Mile End South	

Two free collections are proposed for the at-call hard waste collection service in 2009/10.

Based on the experience of other councils, West Torrens could reasonably expect a participation rate for an at-call service of 20 per cent and a cost estimate of \$25.00 per household. The total cost of the service on this basis would be an estimated \$136,000 (the amount budgeted being \$166,000). If demand for the service exceeded this expectation, to equal last years' participation rate of 27.8 per cent, the estimated cost of the service would be \$190,000.

Offsetting these cost estimates are expected to be:

- An estimated saving of up to 7.5 per cent by collaborating on service delivery with the City of Holdfast Bay, which could translate to a further 450 collections occurring within the area; and
- A sizeable reduction occurring to the cost incurred by Council in collecting and disposing of hard waste left inappropriately on the kerb, currently an estimated \$130,000 per annum.

The true cost of the service will be established by the trial that is proposed. What is known is that disposal costs, regardless of the service chosen, are likely to increase when the *Environment Protection (Waste to Resources) Policy* (which is currently in draft format) is implemented.

The use of Council's own internal field staff to carry out the at-call collection is not proposed, largely because of concerns around the possibility of greater exposure to OHS&W risk, given the amount of lifting required with the service.

Drop Off

Drop off involves a waste collection point for residents to take their hard waste, by their own means, for disposal.

Benefits

- No adverse aesthetic impact on the community;
- Minimal risk to the community;
- Improved separation of hard waste at the transfer station.

Limitations

- Availability of infrastructure;
- Accessibility by disadvantages residents;
- Lack of awareness and knowledge of what can be received at a drop off centre;
- Costs of establishment and on-going operation.

Council could offer free vouchers to residents to dump at the waste transfer station, but this is not being recommended. Current dump charges are:

- Small trailer (flat) : From \$40.00
- Small trailer (heaped) : From \$50.00
- Small trailer (enclosed) : From \$65.00

Council has the option to offer free vouchers if the cost of the proposed at-call service is lower than anticipated.

Conclusion

A regional waste management strategy and plan was endorsed by Council in 2006, and it provided the impetus for hard waste collection services to be reviewed. This review was recently completed and the outcome, which includes a proposal to move to an at-call hard waste collection service, is summarised in this report.

ATTACHMENT 2

11.9 Hard Waste Collection

Brief

This report provides information on the hard waste collection arrangements of councils for consideration.

RECOMMENDATION(S)

It is recommended to Council that:

1. The hard waste collection method in 2015 be the same as that used in 2014, and that at-call arrangements not be introduced.

OR

1. An at-call hard waste collection service be introduced for trial across the whole Council area for 12 months commencing in October 2015, with two free collections per household;
2. A specification and tender be developed for a contracted out at-call waste collection service;
3. Trial arrangements be publicised widely within the community;
4. A review of the trial be undertaken and it be reported to Council at the conclusion of the trial.

Introduction

A report that proposed changes to hard waste collection arrangements, including the introduction of an at-call service, was presented to Council on 19 May 2009, but the motion to endorse the recommendations was lost. The report is included with the agenda as **Attachment 1**.

Council revisited this decision on 16 February 2010, resolving that the community be consulted, with the following motion carried:

1. Community consultation be undertaken on hard waste collection arrangements to ascertain the preferred method of delivery in the 2010/11 financial year.
2. A further report be provided to Council after the completion of the consultation process.

A community survey was undertaken in response to this motion, with Council advised on the outcome on 18 May 2010. The survey drew 1,558 responses, as follows:

What type of service do you prefer?

Current	801 (51.4%)
At-call	721
No preference	21
Both	15

On the basis of these responses, changing from current hard waste collection arrangements to an at-call service was not proposed.

The following motion was then moved on 3 February 2015:

MOVED Cr O'Rielly SECONDED Cr Demetriou that:

- 1. Council introduce a 12 month trial of two (2) at call hard waste collections in place of one annual hard rubbish collection.*
- 2. Communication be provided to all ratepayers on change of process including an invitation for feedback on change.*
- 3. At the end of the 12 month period a report be brought back to Council detailing the results of the trial.*

The appropriate budget provision be provided in the 2015/16 annual Council budget to facilitate the at call hard waste trial.

AMENDMENT

MOVED Cr Woodward SECONDED Cr McKay that the decision be deferred until the Administration can provide more information on matters including but not limited to, costs, take up rates and demand and feedback from other councils involved in providing at call hard waste collections in place of one annual hard rubbish collection and carry out appropriate consultation of the community.

CARRIED

*The motion as amended was Put and **CARRIED***

This report responds to the motion that feedback be provided on the provision of at-call collection services in other councils.

Discussion

At-call hard waste collections are currently offered by the following metropolitan councils:

- Campbelltown;
- Holdfast Bay
- Marion;
- Mitcham;
- Onkaparinga;
- Playford;
- Prospect;
- Port Adelaide Enfield;
- Salisbury;
- Tea Tree Gully;
- Unley.

All were contacted and asked to participate in a survey. Eight responded and a summary of their responses is included as **Attachment 2**.

The survey sample is small, so caution is needed when using the data, but the following information from the survey provides an indication of what might be expected of an at-call collection service:

Council	Rateable Properties	Collections per annum	Tonnage	Cost	Collections per property per annum	Tonnage per property	Cost per property
Onkaparinga	68,213	18,750	-	500,000	27.5	-	733.00
Tea Tree Gully	38,176	12,750	1,750	496,000	33.4	4.6	1,299.25
PAE	52,386	19,500	3,200	-	37.2	6.1	-
Mitcham	26,455	5,494	965	255,500	20.8	3.6	965.79
Playford	37,023	9,241	1,042	475,000	25.0	2.8	1,282.99
Marion	38,816	11,500	780	-	29.6	2.0	-
Burnside	19,097	-	625	-	-	3.3	-
Average	35,021	12,873	1,394	431,625	28.9	3.7	1,070.26
West Torrens	26,667	8,313	825	239,046	31.2	3.1	896.41

Note: Data not provided by Campbelltown, so they have been excluded.

Based on this data, West Torrens might be able to expect:

- Its hard waste participation rate to fall initially, but then increase progressively to a similar level to 2014;
- Tonnages to increase by as much as 20 per cent; and
- Collection costs to increase likewise by as much as 20 per cent.

Increases of this magnitude are predicted to result in hard waste collection costs increasing by \$47,809 as follows:

	Actual Cost 2014	Predicted On-call Cost	\$ Difference
Collection	170,000	204,000	34,000
Disposal	69,046	82,855	13,809
Total	239,046	286,855	47,809

There is an administrative impact associated with an at-call collection service. Call numbers to Council's Service Centre would increase significantly as residents enquire about and make arrangements for hard waste collections to occur.

Council has budgeted \$300,000 for the hard waste collection in 2015/16.

We would expect to be able to offer a monthly collection cycle for an at-call service, if introduced, although the experience of some councils is that increasing demand can push the collection cycle beyond one month. In Tea Tree Gully's case residents wait up to three months for a collection to occur.

We would not anticipate changes in terms of what is collected if an at-call service was offered.

Trialling in one ward is obviously possible, but is not favoured. We could expect community confusion if promoting two different arrangements for the area at the one time. Wards do differ so we'd also expect variation between wards in terms of what might occur with at-call collection. It is difficult to predict how much variation there might be.

We also have concerns about issues we might have after a trial if we opt not to continue with at-call arrangements. Re-orienting residents back to the annual collection could be a challenge.

If a trial is considered necessary, doing so for 12 months across the whole Council area is preferred.

Conclusion

Information is provided in this report for consideration on the hard waste collection arrangements of councils.

ATTACHMENT 1

11.9 Hard Rubbish Collection

Brief

This report proposes changes to hard waste collection arrangements.

RECOMMENDATION(S)

It is recommended to Council that:

1. An at-call hard waste collection service be endorsed for trial in the 2009/10 financial year, with two free collection per household.
2. A specification and tender be developed for a contracted out at-call waste collection service which includes a greater focus on recycling rates.
3. At-call hard waste collection services be pursued jointly with the City of Holdfast Bay.
4. Residents be advised over the duration of the 2009/10 financial year of revised hard waste collection arrangements being trialled.
5. A review of the trial be undertaken, and a report be presented to Council in April 2010 ahead of the budget process being concluded for the 2010/11 financial year.

Introduction

On 5 September 2006, Council endorsed a regional waste management strategy and plan, along with a recommendation that a Regional Waste Management Steering Group investigate options that included modification of the hard waste collection service. This review was undertaken by the councils involved in the regional group (Onkaparinga, Marion, Mitcham, West Torrens, Unley and Holdfast Bay), in conjunction with Zero Waste, and was finalised in August 2008. A report from the review is included with the agenda under separate cover.

This report provided some impetus across the region for hard waste collection services to be reviewed. Holdfast Bay recently completed its review and has resolved to introduce an at-call service. Charles Sturt is about to review its arrangements.

A review of services in the City of West Torrens was recently completed and the outcome is summarised in this report.

Discussion

It is widely acknowledged that there is no best practice model for the provision of hard waste collection services. It also needs to be noted that there is no legislative requirement for councils to provide a hard waste collection service, however there is a high degree of community expectation that a service be provided.

Councils typically employ one of three models when dealing with hard waste collection:

- Campaign – a scheduled kerbside collection organised by Council and carried out by either Council staff, or more typically, contractors. This is what currently occurs in the City of West Torrens.
- At-call – a collection by Council (or a contractor acting for Council) by arrangement with a resident that is not part of a scheduled collection program. Hard waste is still collected from the kerb, but individual pick-ups are arranged by residents making contact with Council and / or the contractor.
- Drop Off – a waste collection point for residents to take their hard waste, by their own means, for disposal.

Each of these options is considered in turn.

Campaign Collection

The following councils currently offer a campaign hard waste collection service:

- Adelaide (four per annum);
- Burnside;
- Campbelltown (every two years);
- Charles Sturt (under review);
- Mitcham;
- Norwood Payneham;
- Walkerville;
- West Torrens.

Benefits and limitations of a campaign service include:

Benefits

- Enables efficient vehicle and labour utilisation resulting in lower cost per service;
- Greater opportunity for reuse/recycling at kerbside;
- Greater opportunities for reuse recycling at kerbside if specialised vehicles are employed (currently minimal).

Limitations

- Significant aesthetic impact on streetscape;
- Unauthorised additions to household items by other households
- Potential public liability issues;
- Greater incidence of non-compliance with disposal of permitted and non-permitted items;
- Disruption caused by scavenging;
- Non compliance with volumetric and weight restrictions;
- Operational challenges due to concentrated peak work loads for contractors and Councils;
- Costly yearly advertising campaign (as opposed to at-call).

For the second year running, the City of West Torrens in conjunction with the City of Holdfast Bay, engaged a contractor to carry out the hard waste collection in 2008/09. In total 610.78 tonnes of material was collected from 7,558 properties (27.8 per cent participation rate), with 40.70 tonnes of this being recycled as scrap metal. The total cost to Council was \$155,995.

An amount of \$166,000 has been included in the draft budget for 2009/10, sufficient to cover all costs, including advertising, contract and disposal costs.

The 2008/09 program ran reasonably smoothly, however the reoccurring issues of 'no notification', 'late presentation', 'missed' collections and the presentation of non-accepted items still occurred. The presentation of non-accepted items continually presents the biggest issue for Council and typically results in field staff having to collect at a later date (mattresses being the biggest offender).

E-waste was advertised as a non-accepted item and interestingly very little was presented for collection. The positive aspect of this was that the presentation rate of West Torrens' residents at our partnership program with E-Cycle Recovery at Netley significantly increased during hard waste month.

Council officers attended to 176 notifications of non complying items that have been placed out for the hard waste collection.

Council has received 326 notifications, so far this year, about household items being placed on the footpath/verge area, where on most occasions it requires the Urban Services' staff to pick up and dispose of these items. An average of 19 tonnes per month is taken to transfer station for disposal. The estimated cost to remove and dispose of these items is \$130,000.

The campaign collection which council has employed for several years has adequately served community requirements.

At-Call Collection

A number of Councils across metropolitan Adelaide have in recent years moved to 'at-call' hard waste services. The following councils currently offer this service:

- Holdfast Bay;
- Onkaparinga;
- Playford;
- Pt Adelaide Enfield;
- Prospect;
- Tea Tree Gully;
- Salisbury;
- Unley.

The number of services ranges from two per year at Unley and Onkaparinga to an unlimited number at Tea tree Gully. All but Tea Tree Gully limit the number of collections per resident per annum, possibly to ensure there is control over the total cost of the service provided. Adelaide Hills and Mt Barker do not offer a service.

Marion, Onkaparinga and Unley currently use the resources of their field staff to carry out the work, rather than contract out, and as such it is not possible to partner with these councils to deliver the proposed service. However, Holdfast Bay has contracted out its at-call collection and this provides Council a partnering opportunity, and in turn economies of scale.

Benefits and limitations of an on-call service include:

Benefits

- Improved service timing for residents;
- Reduced aesthetic impact upon the community (as opposed to campaign);
- Ability to manage overall cost of service by limiting provision of service (eg Unley restrict to 75).

Limitations

- Unauthorised additions to household items by other households;
- Inefficient use of Council and contract resources;
- Challenges to restrict pick up delays to a reasonable timeframe;
- Potential public liability (reduced as opposed to campaign);
- Increased administrative requirements (if conducted internally).

A number of councils (eg Salisbury and Holdfast Bay) have recently moved to introduce a collection charge (eg \$10.00 per participating resident with a maximum of two collections per calendar year). Salisbury's experience is that the charge has reduced demand for the service, and there is an expectation that illegal dumping will increase.

There is a strong community perception that hard waste is a service funded by rates, so charging is not being proposed for West Torrens' residents. Council could open itself to criticism and be seen to be 'double-dipping' if a move to an at-call service occurs and a user contribution is requested.

An at-call service does have advantages over a campaign collection. Implementation could involve Council areas being broken into four sections, as occurs with the current collection, with each section allocated a week of the month as shown below. Residents then have the opportunity to dispose of their unwanted items at a time more suitable to them, rather than holding onto hard waste for up to 12 months at a time.

Week 1	Week 2
Camden Park	Cowandilla
Novar Gardens	Hilton
Ashford	Richmond
Glandore	West Richmond
Glenelg North	Marleston
Keswick	Netley
Kurralt Park	North Plympton
Plympton	

Week 3	Week 4
Brooklyn Park	Fulham
Torrensville	Lockleys
Thebarton	Underdale
Mile End	West Beach
Mile End South	

Two free collections are proposed for the at-call hard waste collection service in 2009/10.

Based on the experience of other councils, West Torrens could reasonably expect a participation rate for an at-call service of 20 per cent and a cost estimate of \$25.00 per household. The total cost of the service on this basis would be an estimated \$136,000 (the amount budgeted being \$166,000). If demand for the service exceeded this expectation, to equal last years' participation rate of 27.8 per cent, the estimated cost of the service would be \$190,000.

Offsetting these cost estimates are expected to be:

- An estimated saving of up to 7.5 per cent by collaborating on service delivery with the City of Holdfast Bay, which could translate to a further 450 collections occurring within the area; and
- A sizeable reduction occurring to the cost incurred by Council in collecting and disposing of hard waste left inappropriately on the kerb, currently an estimated \$130,000 per annum.

The true cost of the service will be established by the trial that is proposed. What is known is that disposal costs, regardless of the service chosen, are likely to increase when the *Environment Protection (Waste to Resources) Policy* (which is currently in draft format) is implemented.

The use of Council's own internal field staff to carry out the at-call collection is not proposed, largely because of concerns around the possibility of greater exposure to OHS&W risk, given the amount of lifting required with the service.

Drop Off

Drop off involves a waste collection point for residents to take their hard waste, by their own means, for disposal.

Benefits

- No adverse aesthetic impact on the community;
- Minimal risk to the community;
- Improved separation of hard waste at the transfer station.

Limitations

- Availability of infrastructure;
- Accessibility by disadvantages residents;
- Lack of awareness and knowledge of what can be received at a drop off centre;
- Costs of establishment and on-going operation.

Council could offer free vouchers to residents to dump at the waste transfer station, but this is not being recommended. Current dump charges are:

- | | | |
|----------------------------|---|--------------|
| • Small trailer (flat) | : | From \$40.00 |
| • Small trailer (heaped) | : | From \$50.00 |
| • Small trailer (enclosed) | : | From \$65.00 |

Council has the option to offer free vouchers if the cost of the proposed at-call service is lower than anticipated.

Conclusion

A regional waste management strategy and plan was endorsed by Council in 2006, and it provided the impetus for hard waste collection services to be reviewed. This review was recently completed and the outcome, which includes a proposal to move to an at-call hard waste collection service, is summarised in this report.

ATTACHMENT 2

At-Call Hard Waste Collection Survey

2. Council name

Answer Options

Response Count
8
<i>answered question</i>
<i>skipped question</i>
8
0

Number Response Date Response Text Categories

1	Apr 9, 2015 12:22 AM	City of Campbelltown	
2	Apr 7, 2015 1:27 AM	City of Onkaparinga	
3	Apr 1, 2015 6:38 AM	City of Tea Tree Gully	
4	Mar 24, 2015 5:30 AM	The City of Port Adelaide Enfield	
5	Mar 22, 2015 10:46 PM	City of Mitcham	
6	Mar 18, 2015 11:24 PM	City of Playford	
7	Mar 18, 2015 7:12 AM	City of Marion	
8	Mar 18, 2015 6:52 AM	City of Burnside	

3. Number of collections offered per year

Answer Options

Response Percent	Response Count
25.0%	2
37.5%	3
0.0%	0
0.0%	0
37.5%	3
<i>answered question</i>	8
<i>skipped question</i>	0

Number Response Date

Other (please specify) Categories

1	Apr 9, 2015 12:22 AM	1 but also have unlimited scrap metal and 1 free mattress collection as well	
2	Mar 24, 2015 5:30 AM	4	
3	Mar 18, 2015 6:52 AM	One with fee for service charge for any additional service	

At-Call Hard Waste Collection Survey

4. Who is entitled to receive a hard waste service?

Answer Options	Yes	No	Response Count
Households	8	0	8
Community groups	1	5	6
Commercial	1	4	5
Other (please specify)			4
		<i>answered question</i>	8
		<i>skipped question</i>	0

Number	Response Date	Other (please specify)	Categories
1	Apr 9, 2015 12:22 AM	Anyone that is a ratepayer	
2	Apr 7, 2015 1:27 AM	Some historical exceptions apply - eg housing estates, etc. but these are reviewed as requests come in	
3	Mar 24, 2015 5:30 AM	Not for profit community groups occasionally request assistance, they are subsequently requested to place the request in writing and if considered to be for the good of the community council can approve special access	
4	Mar 22, 2015 10:46 PM	Those who lease Council buildings (Football clubs, scout halls etc)	

5. Number of properties entitled to a hard waste service

Answer Options	Response Count
	8
	<i>answered question</i>
	<i>skipped question</i>
	8
	0

Number	Response Date	Response Text	Categories
1	Apr 9, 2015 12:22 AM	22 000	
2	Apr 7, 2015 1:27 AM	72500	
3	Apr 1, 2015 6:38 AM	Two per household / up to 13,000 per year	
4	Mar 24, 2015 5:30 AM	Approx 50,000 residential properties	
5	Mar 22, 2015 10:46 PM	26500	
6	Mar 18, 2015 11:24 PM	All residents, or approx 36,000, are entitled. NOTE: it would be impossible to service all. Uptake rate is roughly 25% but has been increasing incrementally	
7	Mar 18, 2015 7:12 AM	Residential	
8	Mar 18, 2015 6:52 AM	19500	

At-Call Hard Waste Collection Survey

6. Number of collections per annum

Answer Options	Response Count
<i>answered question</i>	8
<i>skipped question</i>	0

Number	Response Date	Response Text	Categories
1	Apr 9, 2015 12:22 AM	still in the first year of new collection service	
2	Apr 7, 2015 1:27 AM	approx 18,500-19,000 per annum	
3	Apr 1, 2015 6:38 AM	12,500 - 13,000	
4	Mar 24, 2015 5:30 AM	Approx 19,500 (75 per day)	
5	Mar 22, 2015 10:46 PM	5494 collections in 13/14. 7000 allocated each year	
6	Mar 18, 2015 11:24 PM	in 13/14 was 9241 collections across the city	
7	Mar 18, 2015 7:12 AM	11,000 to 12,000	
8	Mar 18, 2015 6:52 AM	unknown at this stage	

7. Waste limit per collection

Answer Options	Response Percent	Response Count
One cubic metre	12.5%	1
Two cubic metres	62.5%	5
Three cubic metres	0.0%	0
No Limit	0.0%	0
Other (please specify)	25.0%	2
	<i>answered question</i>	8
	<i>skipped question</i>	0

Number	Response Date	Other (please specify)	Categories
1	Apr 1, 2015 6:38 AM	1.5 cubic M	
2	Mar 18, 2015 6:52 AM	equivalent to 6 x 4 trailer	

At-Call Hard Waste Collection Survey

8. Is hard waste collected from?

Answer Options	Yes	No	Response Count
The footpath	6	1	7
Private land	3	4	7
Other (please specify)			4
		<i>answered question</i>	8
		<i>skipped question</i>	0

Number	Response Date	Other (please specify)	Categories
--------	---------------	------------------------	------------

- 1 Mar 24, 2015 5:30 AM Not so much the footpath, more the verge. Very occasional approval from private land if no verge.
- 2 Mar 22, 2015 10:46 PM The verge area where no footpaths exist
- 3 Mar 18, 2015 11:24 PM We ask residents to keep the hard waste within their property boundary
- 4 Mar 18, 2015 6:52 AM footpath only if not able to be placed on private land

9. Annual hard waste tonnage

Answer Options	Response Count
	8
	<i>answered question</i>
	<i>skipped question</i>
	8
	0

Number	Response Date	Response Text	Categories
--------	---------------	---------------	------------

- 1 Apr 9, 2015 12:22 AM to be determined
- 2 Apr 7, 2015 1:27 AM TBA
- 3 Apr 1, 2015 6:38 AM 1,750 Tonnes
- 4 Mar 24, 2015 5:30 AM Approx 3200 tonnes
- 5 Mar 22, 2015 10:46 PM 965 tonnes
- 6 Mar 18, 2015 11:24 PM Has been increasing ie. more kg per participating household is a year-on-year trend. For 13/14 it was 1042 tonnes
- 7 Mar 18, 2015 7:12 AM 780/t +
- 8 Mar 18, 2015 6:52 AM not know at this stage previous annual collection between 550 - 700 tonne

At-Call Hard Waste Collection Survey

10. Estimated percentage of hard waste diverted from landfill

Answer Options	Response Percent	Response Count
None	0.0%	0
1 to 20%	14.3%	1
21% to 40%	28.6%	2
41% to 60%	28.6%	2
61% to 80%	14.3%	1
81% to 100%	14.3%	1
<i>answered question</i>		7
<i>skipped question</i>		1

11. Does your Council charge for hard waste collection?

Answer Options	Yes	No	Not Offered	Response Count
First collection	0	7	0	7
Second collection	1	3	3	7
Third collection	0	1	5	6
If offered \$'s per collection?			<i>answered question</i>	2
			<i>skipped question</i>	7
				1

Number	Response Date	If offered \$'s per collection?	Categories
1	Mar 24, 2015 5:30 AM	No fee for service. Would be good to offer a fee for service with decreased wait time for residents who are moving house.	
2	Mar 18, 2015 6:52 AM	\$50 full price \$25 consession	

No fee for service. Would be good to offer a fee for service with decreased wait time for residents who are moving house.

\$50 full price \$25 consession

At-Call Hard Waste Collection Survey

12. Approximate annual \$ cost of hard waste collection and disposal

Answer Options	Response Count
	6
<i>answered question</i>	6
<i>skipped question</i>	2

Number Response Date Response Text Categories

- 1 Apr 7, 2015 1:27 AM \$500K
- 2 Apr 1, 2015 6:38 AM Collection \$326k / Disposal \$170k / Return on diverted material \$10k
- 3 Mar 22, 2015 10:46 PM 255000
- 4 Mar 18, 2015 11:24 PM in 2013-14 it was \$475,000
- 5 Mar 18, 2015 7:12 AM Unable to provide to third party pending review advice to Council
- 6 Mar 18, 2015 6:52 AM Not known at this stage, have capped trial service at equivalent of current annual scheduled service (\$340k)

13. Name of your collection contractor

Answer Options	Response Count
	8
<i>answered question</i>	8
<i>skipped question</i>	0

Number Response Date Response Text Categories

- 1 Apr 9, 2015 12:22 AM East Waste
- 2 Apr 7, 2015 1:27 AM Mostly done in house - local collectors for scrap metal and mattresses
- 3 Apr 1, 2015 6:38 AM Solo
- 4 Mar 24, 2015 5:30 AM Approx \$1,080,000
- 5 Mar 22, 2015 10:46 PM East Waste
- 6 Mar 18, 2015 11:24 PM SITA (though all customer contact is via NAWMA)
- 7 Mar 18, 2015 7:12 AM Prodominantly In House
- 8 Mar 18, 2015 6:52 AM TBC hope to engage contractor and social enterprise/not for profit as a combined service delivery provier

At-Call Hard Waste Collection Survey

14. What type of collection vehicle is used?

Answer Options	Response Percent	Response Count
Compactor	85.7%	6
Flatbed truck	14.3%	1
Other (please specify)		2
	<i>answered question</i>	7
	<i>skipped question</i>	1

Number	Response Date	Other (please specify)	Categories
1	Mar 18, 2015 7:12 AM	Flat bed as this provides additional scope for recycling	
2	Mar 18, 2015 6:52 AM	Likely to be a combination also involving collection by not for profit	

15. Does your Council offer collection of the following items in its hard waste collection?

Answer Options	Yes	no	Don't Know	Response Count
e-waste	5	3	0	8
Mattresses	6	1	1	8
		<i>answered question</i>	<i>skipped question</i>	8
				0

16. Does your Council offer free or subsidised dump vouchers for hard waste disposal in addition to at-call services?

Answer Options	Response Percent	Response Count
Yes	12.5%	1
No	75.0%	6
Don't know	12.5%	1
	<i>answered question</i>	8
	<i>skipped question</i>	0

At-Call Hard Waste Collection Survey

17. In what year was an at-call service first offered?

Answer Options	Response Count
	7
<i>answered question</i>	7
<i>skipped question</i>	1

Number	Response Date	Response Text	Categories
1	Apr 9, 2015 12:22 AM	2014	
2	Apr 1, 2015 6:38 AM	Not sure	
3	Mar 24, 2015 5:30 AM	Unsure - its been a while, relatively new waste management officer	
4	Mar 22, 2015 10:46 PM	2011	
5	Mar 18, 2015 11:24 PM	around 2008	
6	Mar 18, 2015 7:12 AM	Over ten years ago	
7	Mar 18, 2015 6:52 AM	proposed to commence 2015-16 year as a trial	

18. What influenced your Council to change to or introduce an at-call service?

Answer Options	Low influence	High influence	Rating Average	Response Count
Less visible mess on streets	0	0	2	5
Scavenging issues	1	1	4	1
Better service to residents	0	1	0	1
Expected lower cost	0	1	4	0
More convenient service	0	1	1	2
Resident demand	1	2	2	2
Other (please specify)				
			<i>answered question</i>	8
			<i>skipped question</i>	0

Number	Response Date	Other (please specify)	Categories
--------	---------------	------------------------	------------

- 1 Apr 7, 2015 1:27 AM Geographic size of council made on-call the most feasible option
- 2 Mar 18, 2015 11:24 PM I was not here at the time so the above is a reflection of my understanding of conversations with people who were involved at the time.
- 3 Mar 18, 2015 7:12 AM Above (item 18.) are my recommendations
- 4 Mar 18, 2015 6:52 AM Anticipate future ability to better control cost and increase landfill diversion rates

At-Call Hard Waste Collection Survey

19. Length of time between a resident arranging a collection and a pick-up occurring

Answer Options	Response Percent	Response Count
Less than one month	14.3%	1
Between 1 and 2 months	85.7%	6
Between 2 and 3 months	0.0%	0
Longer than 3 months	0.0%	0
	<i>answered question</i>	7
	<i>skipped question</i>	1

20. To what extent has demand for hard waste collections increased since the service was introduced?

Answer Options	Not at all	4	1	Substantially	Rating Average	Response Count
	0			1	3.29	7
					<i>answered question</i>	7
					<i>skipped question</i>	1

21. Rate the level of resident satisfaction with your at-call service

Answer Options	Low	High	Rating Average	Response Count
	0	2	4.29	7
			<i>answered question</i>	7
			<i>skipped question</i>	1

22. Rate the level of Council satisfaction with your at-call service

Answer Options	Low	High	Rating Average	Response Count
	0	3	4.29	7
			<i>answered question</i>	7
			<i>skipped question</i>	1

At-Call Hard Waste Collection Survey

23. Have you encountered any of the following issues with your at-call service?

Answer Options	Not at all	A Lot	Rating Average	Response Count
Increase in illegal dumping	0	2	2.57	7
Resident confusion	0	1	3.00	7
Excessive delays	2	3	2.43	7
Excessive costs	1	1	2.57	7
Hard rubbish going onto the street with residents	2	1	2.50	6
		<i>answered question</i>		7
		<i>skipped question</i>		1

24. Do you believe at-call to be more expensive than an annual collection?

Answer Options	Response Percent	Response Count
Yes	25.0%	2
No	62.5%	5
Don't know	12.5%	1
	<i>answered question</i>	8
	<i>skipped question</i>	0

25. If yes, how much more expensive?

Answer Options	Response Percent	Response Count
Less than 20%	0.0%	0
21% to 50%	100.0%	1
51% to 100%	0.0%	0
More than 100%	0.0%	0
	<i>answered question</i>	1
	<i>skipped question</i>	7

At-Call Hard Waste Collection Survey

26. Any Other Comments

Answer Options

Response
Count

<i>answered question</i>	7
<i>skipped question</i>	1

Number	Response Date	Response Text	Categories
1	Apr 9, 2015 12:22 AM	sorry I am not in charge of costs so not qualified to answer these parts.	
2	Apr 7, 2015 1:27 AM	I'll have to get back to you with a couple of answers when I get back from leave at the end of the week. Re Q27 - believe that any rises in illegal dumping are more due to rising dump fees than hard waste limitations	
3	Mar 24, 2015 5:30 AM	Questions 17, 18, 20, 23, 24 and 25 are difficult to answer given council has a relatively new waste management officer. Look forward to receiving the results of this survey.	
4	Mar 22, 2015 10:46 PM	We allocate 7000 collections per year. In four years we have had the service we have not reached this threshold. The prevalence of illegal dumping is linked to more issues than just an at call hard waste service (laziness, not my problem mentality, cost of disposal, the fact that the stuff disappears (council collects, scavengers, kids take). Do get some confusion with residents putting rubbish out and then making the booking. East Waste advises residents they need to bring it in. This happens maybe once a month and we average 450 collections a month.	
5	Mar 18, 2015 11:24 PM	We have a hybrid of annual campaign and at-call with each area being offered one month per year to access the service BUT they must book in. This was based on providing a service but at a lower cost. The costs are increasing faster than growth and CPI as more people are using the service and disposing of larger quantities. Illegal dumping continues to be a large and growing issue but I'm not sure to what extent this is specifically linked to the hard waste collection service.	
6	Mar 18, 2015 7:12 AM	Can I ask that survey results be shared. I have provided additional information previously by email.	
7	Mar 18, 2015 6:52 AM	We have not commenced an 'At Call' service at this stage. Our council resolved a trial at call service for 2015-16 financial year, full report can be found on the Council minutes for 10 March 2015. The above responses are based on our best estimate and what is proposed at this point in time.	

12. MEETING CLOSE

I N D E X

1.	MEETING OPENED.....	1
2.	PRESENT	1
3.	APOLOGIES.....	1
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1. MEETING OPENED

2. PRESENT

3. APOLOGIES

Leave of Absence
Cr Dua

4. DISCLOSURE STATEMENTS

Elected Members are required to:

1. Consider Section 73 and 75 of the *Local Government Act 1999* and determine whether they have a conflict of interest in any matter to be considered in this Agenda; and
2. Disclose these interests in accordance with the requirements of Sections 74 and 75A of the *Local Government Act 1999*.

5. CONFIRMATION OF PREVIOUS MINUTES

RECOMMENDATION

That the Minutes of the meeting of the Strategy and Community Prescribed Standing Committee held on 16 August 2016 be confirmed as a true and correct record.

6. COMMUNICATIONS BY THE CHAIRPERSON

7. QUESTIONS WITH NOTICE

Nil

8. QUESTIONS WITHOUT NOTICE

9. MOTIONS WITH NOTICE

Nil

10. MOTIONS WITHOUT NOTICE

11. STRATEGY AND COMMUNITY REPORTS

11.1 Heritage Reform Discussion Paper Feedback

Brief

This report proposes feedback on the *Local Heritage Discussion Paper* released by the Department of Planning, Transport and Infrastructure.

RECOMMENDATION(S)

The Committee recommends to Council that the recommended feedback contained in this report and, in addition, any further feedback or changes recommended by Council be provided to the Department of Planning, Transport and Infrastructure's as its response to the *Local Heritage Discussion Paper*.

Introduction

In June 2015 the City of West Torrens Housing Diversity Development Plan Amendment (DPA) was finalised. This DPA consolidated heritage and character areas into the West Torrens Development Plan.

The *Planning Development and Infrastructure Act 2016* (PDI Act), assented to on 21 April 2016, included provisions related to Heritage listings. However some elements of heritage planning were considered to be more complex and requiring further attention thus prompting DPTI to develop a discussion paper on local heritage (**Attachment 1**).

On 9 August 2016, the Department of Planning, Transport and Infrastructure (DPTI) wrote to the Chief Executive Officer seeking feedback on its Local Heritage Discussion Paper (discussion paper) by 9 September 2016. The deadline has since been extended to 7 October 2016.

Feedback on the discussion paper will inform the preparation of a future local heritage bill.

It is important to note upfront that:

1. The State Government has agreed that all local heritage listings will be transitioned as local heritage places into the Planning and Design Code which is required to be developed under the new PDI Act; and
2. Further opportunities to provide feedback will be available through consultation on the yet to be drafted heritage bill.
3. This report includes an overview and review of the key elements in the discussion paper and provides recommended feedback.

Discussion

Overview of the Discussion Paper

The discussion paper focuses on local heritage listings and excludes state heritage listings due to the:

- High number of local heritage listings (over 8,000 compared with 2,200 state heritage listings);
- Increasing number of local heritage listings and objections each year; and
- Lack of compatibility between local heritage listings with the national model Heritage Convention (HERCON) criteria (HERCON provides the national standards guiding the assessment of heritage significance which all Australian states and territories agreed to in 1998 via the Environment Protection and Heritage Council).

The intent of the discussion paper is to canvass feedback on the following key elements of the local heritage system:

1. Updating local heritage criteria;
2. Implementing a theme based framework for listings;
3. Streamlining the listing process;
4. Improving management and access to local heritage listings;
5. Clarification of 'character' and 'heritage'; and
6. Streamlining the development assessment process.

Key Elements and Proposed Feedback

1. Updating Local Heritage Criteria

The discussion paper identifies that South Australian local heritage criteria is unique in Australia and inconsistent with common criteria interstate. It presents an opportunity to develop new local heritage criteria for inclusion within the PDI Act, and proposes using state heritage criteria to inform the drafting of new local heritage criteria.

Proposed Feedback:

Council welcomes the opportunity to shape local heritage criteria for inclusion in relevant instruments of the PDI Act and looks forward to working with DPTI to develop scalable local heritage criteria, consistent with the national model criteria, while remaining relevant to the local history and evolution of local governments which are measured by events, or the contributions of people of historical significance, as much as they are by age or rarity.

2. Implementing a theme based framework for listings

The discussion paper identifies that updated criteria is not enough to provide a more assured local heritage listings process. A framework is proposed to provide a context of broad historical themes in which to understand the local heritage significance of places, rather than separate local heritage nominations.

The discussion paper also suggests that placing listings within themes will assist answering questions such as 'How many are too many?'

Proposed Feedback:

The theme based framework should provide the relevant context in which to consistently consider places of local heritage significance. Council does not support the application of historical themes to assess over representation of a local heritage 'type' or as a comparative tool to assess the value of a listing against the integrity of a similar listing elsewhere.

Local heritage listings are of place based importance as much as they are of theme based relevance. The value of a local heritage place is linked to the history of a community in which it is located.

Council supports the creation of themes for historical context in which to assess local heritage significance. The City of West Torrens will be seeking to participate in the process of establishing themes that capture the evolution of the site on which our Council has evolved, and the role of the City of West Torrens in the evolution of greater Adelaide and South Australia.

3. Streamlining the listing process

The discussion paper identifies the 'cumbersome' requirement of having to go through a full Development Plan Amendment in order to recognise a property for local heritage listing. It states there is potential to streamline this process under the future Planning and Design Code of the PDI Act.

Such a process would involve the:

- Planning Commission;
- Expert Heritage Committee;
- Accredited heritage professionals; and
- The community.

The discussion paper indicates that the success of this process will be the result of timely and relevant engagement of the listed stakeholders, in particular early engagement of the community and property owners, and a broader consideration of proposed listings in the context of the local area by an Expert Heritage Committee.

While the paper (in this section) is primarily focussing on a streamlined process for assessing nominations and new listings it also states that:

- The composition of heritage registers have rarely been reviewed as a whole;
- There could be the opportunity to review existing statements of heritage value within a future set timeframe; and
- Listing of local heritage places will need to be, considered *in balance with the broad strategic objectives of the State*.

Proposed Feedback:

Council is in favour of streamlining processes associated with amendments to the development plan and future planning and design code, particularly as it relates to the recognition of local heritage places.

The streamlined process however does not explicitly list councils as a participant. Councils are key stakeholders of local heritage listings, and councils are subject to the concerns and criticisms of communities that view local government as the responsible authority for all planning and development assessments.

Council notes that the streamlined process applied to the inclusion of local heritage listings also creates the potential for streamlined removal of listings from the planning and design code. With this in mind Council proposes further consideration of the following:

- Including councils in the streamlined removal of local heritage listings from the planning and design code;
- Assessing the heritage value of existing listings against the new criteria and themes retrospectively alters the basis on which the listing's heritage value was derived; and
- Assessing the heritage value of an existing listing against similarly themed listings in alternate locations does not recognise the contribution of the local heritage listing to the site it is located.

Council also recognises a conflict in balancing the assessment of heritage value against the broad strategic objectives of the state given the 'Object' of the PDI Act, which governs local heritage listings, is to enhance the state's prosperity by promoting and facilitating development.

Council supports DPTI's inclusion of councils as stakeholders and participants in the community engagement charter associated with the PDI Act and subsequent engagement and decision making processes affecting local heritage.

4. Improving management and access to local heritage listings

The discussion paper highlights that as a result of the proclamation of the PDI Act, local heritage listings will be made more accessible through the new e-planning portal. This will allow searches to be undertaken state wide and enable checking of heritage places for representation of heritage themes.

The planning portal will also allow accredited professionals to provide valuable advice to owners and proponents of development.

Based on what is presented in the discussion paper it appears that improved access to heritage listings will facilitate development speculation with limited transparency, supported by heritage themes that measure representation, and a streamlined process that enables removal of listing in balance with the Object of the PDI Act.

Proposed Feedback:

Council is not opposed to the centralising of easily accessible information for the benefit of owners. However, a robust governance arrangement inclusive of local government will be essential to providing assurance and building trust regarding the intent of accredited professionals accessing and using centralised online heritage registers.

Council looks forward to working with DPTI on the establishment of a governance framework for secure and transparent centralised data access and use.

5. Clarification of 'character' and 'heritage'; and 6. Streamlining the development assessment process.

The discussion paper draws a distinction between heritage conservation zones and heritage character areas. The difference being the conservation of buildings (heritage) as compared with policy that seeks to continue, or alter, prevailing neighbourhood characteristics (character).

The discussion paper also canvasses a more streamlined development assessment process to allow minor, low risk works to heritage places. This would require a statement of significance and a description of the elements that link significance with the place.

In addition the discussion paper proposes demolition of local heritage places on 'merit'. The discussion paper positions this as a solution to the inconsistent application of provisions for heritage demolition within South Australia and the resulting confusion contributing to the belief that de-listing is the only path that can be taken.

Proposed Feedback:

Council acknowledges that heritage and character elements are often misunderstood and confused however, it is considered that both have merit in contributing to the identity of a location and are important in providing a sense of place. Feedback from the West Torrens community indicated that heritage and character policies were an emotive issue and consultation responses registered considerable engagement on these topics and an ardent keenness and demand to retain the character of areas within the City.

Minor works and demolition may still be possible while retaining the 'elements that link significance with the heritage place.' However despite the retention of heritage elements, any proposed development of a heritage place has the potential to impact its character value, not just its cultural value.

The City of West Torrens looks forward to working with DPTI on identifying and defining policy areas that contribute to and retain heritage character in localities.

7. General Comment with Relevance to the City of West Torrens

The discussion paper could be taken as a framework for reform that places heritage in conflict with development, this conclusion is drawn from:

- Creating criteria and themes that allow quantitative assessment of heritage;
- Streamlining processes for heritage amendments to the planning and design code;
- Centralising access to heritage data for accredited heritage professionals to provide advice proponents of development; and
- Development assessment of heritage limited to elements that contribute to cultural value rather than its character contribution of the local heritage place.

This conclusion is also supported by cross referencing relevant targets within the recently released '*Consultation Draft of the Updated 30 Year Plan*' (the Plan). The version released contains no set target of dwelling numbers to be achieved. However the Plan is directing a significant focus on infill development to achieve forecast population growth, as identified in Target 1:

"85% of all new housing will be built in established urban areas by 2045."

If such targets are envisaged in a further iteration or update of the Plan or through supplementary documents such as proposed regional plans, recent changes to planning policy to allow for increased densities in the City of West Torrens Development Plan need to be considered.

Proposed Feedback:

The City of West Torrens Housing Diversity Development Plan Amendment (HD DPA) approved mid 2015 sought to strike a careful balance between urban infill and the retention of character and heritage areas. Statistical modelling informing the HD DPA indicated that City of West Torrens would exceed the infill targets posed in the 2010 version of the 30 Year Plan.

This is despite the protection of designated heritage and character areas were from infill development.

Furthermore, additional development opportunity has been created through the:

- Application of policy provisions that introduce increased density provisions in medium density residential policy areas within 400 metres of activity centres; and
- Minister's Inner Middle and Metropolitan Corridor Infill DPA.

In short, there is sufficient opportunity for infill development in City of West Torrens without impacting character or heritage areas, and the City of West Torrens looks forward to working collaboratively with DPTI on developing character policy areas and heritage overlays in the future planning and design code.

Conclusion

Correspondence was received on 9 August 2016 from DPTI seeking feedback on its Local Heritage Discussion Paper. Feedback on the discussion paper will inform the preparation of a future local heritage bill

The intent of the discussion paper is to canvass feedback on key elements of the local heritage system.

A response to DPTI's Local Heritage Discussion Paper will be provided based on the feedback contained in this report, and in addition any further feedback or changes recommended by Council.

ATTACHMENT 1

RENEWING OUR PLANNING SYSTEM

Placing Local Heritage on Renewed Foundations

Heritage reform – an exploration of the opportunities

Local Heritage Discussion Paper

The State Government is committed to improving the ways we recognise and manage local heritage places in South Australia.

This discussion paper has been prepared to encourage high-level ideas and feedback from experts and practitioners involved in local heritage practice in this state. Responses will inform planning policies in this specialised area, including the creation of a new Bill.



Key local heritage issues addressed in this discussion paper

Many of the procedures associated with South Australia's local heritage have not been reviewed since 1993 and the following issues have been identified as warranting reform:

- Clarity of criteria and inadequate hierarchy of heritage values (national, state, local)
- Poorly/inconsistently applied local heritage criteria
- Uneven recognition of local heritage across the state
- Lack of comprehensive review
- Lengthy/unpredictable listing processes
- Consultation processes that rely too often on 'interim operation'
- Sensitive consultations occurring too late in the process
- Confusion between 'heritage' and 'character'
- Inconsistent Development Assessment procedures and policies
- Formalising a role for accredited heritage professionals.

This discussion paper does not deal with:

- State heritage listings or the assessment of development affecting State Heritage Places, other than relating to typical minor matters and some internal works
- General heritage governance
- Funding matters.

Furthermore, the State Government has agreed that all existing Local Heritage Listings will be transitioned as Local Heritage Places into the Planning and Design Code¹ which is required to be developed under the new *Planning, Development and Infrastructure Act 2016* (PDI Act).

Context

A widely shared desire for heritage reforms was identified by the Expert Panel on Planning Reform in its final report to Minister Rau in December 2014. The panel's findings in relation to heritage were subsequently considered by the State Government and agreed to in principle, foreshadowing the preparation of a discussion paper. However, heritage reforms were largely excluded from the Planning, Development and Infrastructure Bill 2015 (PDI Bill), reflecting their significance in their own right. Several new features were introduced into the PDI Act, including the ability for owners to seek court-based review of proposed local heritage listings, widening the possibility of initiating heritage nominations to individuals and consultation requirements under the proposed community engagement charter.

This discussion paper builds on the substantial consultation conducted by the Expert Panel and now provides a wider examination of local heritage matters.

Expert Panel on Planning Reform

"...current arrangements for heritage management are fragmented, inconsistent, out-of-date and result in poor decision-making"

Why focus on Local Heritage?

Consistent with best practice, the **state** heritage criteria are generally compatible with the national model heritage criteria (HERCON²). However, **local** heritage criteria, as described in the Development Act 1993 and their equivalent in the PDI Act, are not as compatible with these criteria.

Additionally, there are over 8,000 local heritage places, almost four times as many as there are state heritage places (some 2200); few state heritage listings occur annually; and the numbers of local heritage listings and objections are increasing. Given the substantial number of local heritage places as compared to state heritage places, the benefits of focusing on local heritage practice and its associated frameworks will be more readily apparent.

Focusing on local heritage would also prioritise this policy area for immediate benefit as local heritage reforms can be entirely managed under the provisions of the PDI Act.

¹ Information about the Code is available at http://dpti.sa.gov.au/planning/planning_reform A User's Guide to the Planning, Development and Infrastructure Act 2016

² The Heritage Convention (HERCON) criteria were agreed to by all states and territories through the Environment Protection and Heritage Council in 1998. The criteria are intended to provide a national standard for guiding heritage significance assessment.



Applying lessons learnt from similar reforms interstate

Many of the heritage statutes of states and territories have been the subject of review in the last few years, the most recent being Victoria in 2015. Before this, the other states to undertake this work have been Queensland (2014), Western Australia (2011), Australian Capital Territory (2010), New South Wales (2007) and Tasmania (2005). South Australia last conducted such a review in 2003/2004.

There are numerous insights we can use from the more recent of these reviews including:

- Supporting the criteria with thresholds to distinguish levels of heritage value (as described in a Practice Direction)³
- Providing inclusion/exclusion guidance on what is likely to be recognised with heritage value
- Proposing comparative analysis against historic themes to understand over and under-representation of listings within specific themes
- Enhancing development assessment, prescribing certain works to heritage places as 'exempt' from the need to obtain a consent and formalising roles for accredited heritage professionals.

Local Heritage Reform could include...

Updating our current Local Heritage Listing Criteria

South Australia's local heritage criteria are unique in Australia and, as stated earlier, are inconsistent with the commonly used heritage criteria interstate.

This is an opportunity to develop **new local heritage criteria**—to be incorporated into the PDI Act—to provide more certainty in listing processes and enable greater compliance with best practice. What we need are clear, contemporary criteria.

One way to achieve this would be to use the state heritage criteria to inform the drafting of new local heritage criteria. These would of course be amended to substitute state-wide thresholds with local heritage values.

For the purposes of this paper, local heritage criteria—as derived from the Heritage Places Act 1993—might comprise:

A place is deemed to have local heritage value if it satisfies one or more of the following criteria:

- a. It is important to demonstrating themes in the evolution or pattern of local history; or
- b. It has qualities that are locally rare or endangered; or
- c. It may yield important information that will contribute to an understanding of local history, including its natural history; or
- d. It is comparatively significant in representing a class of places of local significance; or

Should our local heritage criteria be replaced to better match national best practice?

³ Under the PDI Act a practice direction is a statutory instrument that specifies procedural requirements or steps in connection with any matter arising under the Act.

- e. It displays particular creative, aesthetic or technical accomplishment, endemic construction techniques or particular design characteristics that are important to demonstrating local historical themes; or
- f. It has strong cultural or spiritual associations for a local community; or
- g. It has a special association with the life or work of a person or organisation or an event of local historical importance.

However, the introduction of new criteria will not be enough to provide the more assured local heritage listing processes needed.

Implementing a framework document and 'practice direction'

Central to any improvements would be a **framework document** to ensure that objects, places and events can be understood, evaluated and presented in the context of broad historical themes rather than as separate local heritage nominations. The use of these themes would enable comparison between similar local heritage nominations and help answer questions such as 'How many are too many?'.

The use of themes would also enable strengths and weaknesses of listings to be monitored and each listing to be considered in the context of the wider set of existing heritage places. This framework document could form the basis of a **practice direction** mentioned earlier.

A practice direction could provide greater clarity and parameters for inclusion on, or exclusion from, a local heritage register. An example is Victoria's 'Framework of Historical Themes'⁴, which is used to generate historical themes which apply locally (For example, the City of Stonnington's Thematic Environmental History).

The importance of a thematic framework was demonstrated in the pilot local heritage review by the City of Port Adelaide Enfield with support from the Department of Planning, Transport and Infrastructure. That pilot also recommended a common set of criteria being used for heritage listings. Putting public history to work in such ways is typical of the better practices generally found interstate.

Should local heritage criteria be supported by the more sophisticated forms of guidance found interstate?

Streamlining our listing process

Currently the operational arrangements needed to recognise a property for local heritage listing are cumbersome as they require a full Development Plan Amendment process. They could be streamlined under the future Planning and Design Code. As well as new criteria, suitable contemporary guidance could be developed as well as changes to the timing and nature of consultation and decision making.

These may involve simplifying the formal processes to amend the Planning and Design Code, involving the Planning Commission, its expert heritage committee, accredited heritage professionals⁵ and the community in different relationships to those currently existing.

There are at least three important aspects of streamlining the listing process. Each involves engagement, firstly with the community during the early phases of heritage surveys, secondly with owners of properties likely to be identified as having local heritage value and finally the formal public consultation and decision-making phase. Engaging with owners early and comprehensively allows sufficient time to have their issues heard and addressed. Early engagement with aggrieved owners may help resolve their issues and save them having to pay for expensive heritage and legal advice to contest a proposed listing.

Such early engagement could reduce the numbers of objections to nominations received during the process of identifying local heritage proposals*.

The listing process can give rise to conflict within communities, and between landowners and technical experts. Are there ways this can be improved?

*** Expert advice indicates that where engagement with the community and owners has been poorly managed and late, rates of objection can be over 70%; early engagement can result in objections as low as 1%.**

⁴ Victoria's Framework of Historical Themes aims to provide a 'tool for developing a wider recognition and appreciation of Victoria's diverse Aboriginal, historical and natural histories and the rich heritage resources these have created.'

⁵ Provisions of the PD Act envisage accredited professionals assisting various statutory functions. Currently there are no accredited heritage professionals, but a clear role could be established to assist listing, auditing and assessment functions.

Successful early engagement and consultation processes would throw into serious doubt the need for 'interim operation' and indeed the length of formal processes currently undertaken.

Accordingly, an outline of a new listing process could involve:

- Ensuring accredited heritage professionals survey and identify proposed local heritage nominations with the early assistance of the **community** in accordance with a **heritage listing practice direction** prepared by the Commission
- Early notification of an **owner** of a property likely to be identified as having local heritage value in accordance with a heritage listing practice direction
- Listing nominations finalised through completion of both statements of significance and descriptions of the elements of the place in accordance with a heritage listing practice direction
- Reducing the set time for **public consultation** consistent with the Community Engagement Charter (possibly 4 weeks in lieu of the current 8 weeks) owing to improved earlier engagement and owner notification
- Extending the primary role of the **expert heritage committee** (currently the Local Heritage Advisory Committee) from considering individual objections to more broadly considering proposed listings in the context of the local area established through a heritage listing practice direction
- Under delegation from the Planning Commission, the expert heritage committee finalises heritage related amendments for **incorporation into the Planning and Design Code**
- **Periodical** review and updating of the statements of heritage value and descriptions of the listed elements of the place.

Should the recognition of heritage value be undertaken by accredited professionals? If so, who should have the final decision?



It is worth noting that local heritage proposals in South Australia (and incidentally the composition of whole registers) have rarely been reviewed as a whole. They have tended to be reactively amended due to the impact of individual objections.

Local heritage listing processes could also be made **more accountable and transparent** if done in the context of existing registers and using new criteria that are supported by new guidance (practice direction) to replace current material that is up to 32 years old.

This, of course, would need to be coupled with **comprehensive descriptions of the fabric and setting of the heritage place** to understand which elements are important to retaining heritage value. These could be prepared by an accredited professional and governed by a practice direction.

Clear descriptions of listing would also assist the consideration of appeals to nominations in the Environment, Development & Resources Court, as provided for in the PDI Act.

Separate from a new process for listing, there could also be the opportunity to review existing statements of heritage value and descriptions of the listed elements of the place within a future set timeframe.

The listing of local heritage places will also need to be considered in balance with the broad strategic objectives of the State.

Improving how we record local heritage places

With the proclamation of the PDI Act local heritage listings will now be:

- gazetted as amendments to the Planning and Design Code
- spatially identified by heritage overlay
- made accessible through the new planning portal

A new planning portal is intended to give digital access to the new planning system⁶. It will allow searches to be undertaken on a state-wide, local or property-specific basis and enable checking of heritage places/areas for representation of historical themes. The portal will also have the added benefit of including readily accessible, comprehensive descriptions of heritage places, which are essential to the work of accredited heritage professionals and provide valuable advice to owners and proponents of development.

Is a traditional local heritage register required?

Clarifying the difference between 'Character' and 'Heritage'

The confusion between 'character' and 'heritage' is common in South Australia and interstate. The new Planning & Design Code will delineate the difference between these terms and remove the confusion arising from the use of at least four different descriptions of the term 'character' by the current planning system.

(The confusion is most evident in the varied forms of Historic (Conservation) Zones (and Policy Areas) and divergent policy found in current Development Plans.)

The following distinctions are useful when considering this issue:

Heritage is about retaining cultural 'value', not simply identifying with a history. It generally involves conservation of the fabric of a place to help *reconcile its cultural value with its asset value*.

Character is less about a 'value' and is more a tool to recognise the presence of, or desire for, particular physical attributes to determine *how similar or different the future characters of areas should be*.

In Historic Conservation Zones and Policy Areas, the confusion of heritage and character could be addressed by their translation into the Planning and Design Code as either character sub zones or heritage overlays. This process could be substantially determined by current Development Plan Policies. Distinctions would need to be made based upon the existing policies that seek to conserve buildings (heritage) as compared with other policies that seek to continue prevailing neighbourhood characteristics (character).

Do you agree that there is confusion between heritage and character? If so, how can this be addressed?

Streamlining our Development Assessment Processes

There are a number of opportunities to improve the assessment of development applications affecting local heritage places.

Firstly, a clear hierarchy of heritage values (national, state and local heritage places and areas) could give clarity in policy and better guidance in development assessment paths.

The development of this hierarchy could begin with a review of the current definition of activities that constitute 'development' of heritage places in order to reduce the number of potential development applications. As all proposed development currently requires consent, a large number of development applications are triggered. Too many of these assessments are undertaken because simple assessment pathways are not currently offered in South Australia.

For example, there are opportunities to *streamline minor, low-risk works to heritage places* based on the assessment pathways of the Planning and Design Code of 'exempt', 'accepted' or 'deemed to satisfy'. This could cover minor activities not needing any approvals; minor works needing building rules consent only; and low-risk works where consent is given if set criteria are met.

Do you agree that descriptions of heritage value and physical description of listed elements for each place should be kept up-to-date?

⁶ The planning portal is intended to deliver planning and assessment information and services (including the Planning and Design Code) through a new website.



Of course thorough development assessment processes rely on a solid understanding of the heritage fabric of the place. A **current statement of significance** is needed to ensure appropriate and timely decision-taking. So too is a **description of the elements** that link significance with the physical fabric of the place. Both are vital to guide the proponent of a development, the assessor, the heritage professional and the owner.

Another improvement could involve considering the **demolition of local heritage places 'on merit'**.

In Victoria, controls that treated the demolition of local heritage places as 'prohibited' were phased out in 1999. However, in South Australia, these provisions are inconsistent; sometimes demolition is listed as non-complying and subject to public notification, and sometimes not. This has contributed to the belief that de-listing is the only path that can be taken.

Additionally, the same assessments have tended to apply irrespective of the complexity of the proposal or its impact on heritage value. To assist the **'scaling' of development assessment pathways** against a range of development proposals, heritage statements and descriptions of the place should be clear and kept up to date. Victoria for example, associates each place with a table indicating whether or not paint controls, internal alterations, outbuildings/fences and tree controls apply. Such simple Y/N tables, in conjunction with a heritage overlay, will be essential to successful operation of the planning portal, in relation to local heritage places. They will assist anyone involved in the management of local heritage places, including **accredited heritage professionals**.

There could also be opportunities for accredited heritage professionals to provide the **heritage equivalent of a current Building Rules Consent Only**, where, on balance, their judgements reveal that a full assessment is not warranted in relation to internal alterations.

Subject to specified criteria, what types of minor works could become exempt, accepted or even 'deemed-to-satisfy'?

Should a demolition proposal be able to be more robustly argued for consideration on its merits?

Using accredited professionals to assist statutory functions is envisaged by provisions of the PDI Act. But to what extent could they provide advice or even heritage approvals?



Where to from here?

Following consultation on the content of this discussion paper, suggestions and comments received will be considered as part of future legislation.

Any suggestions and comments are to be submitted before 9 September, 2016 by the methods listed below.

E: Local Heritage Reform Discussion Paper Feedback planningreform@sa.gov.au

M: Local Heritage Reform Discussion Paper Feedback

GPO Box 1815

Adelaide SA 5000



11.2 Carparking Fund Legal Advice

Brief

This report provides information on current and future legislative options available for councils to acquire funding toward the development of off-street car parking.

RECOMMENDATION(S)

The Committee recommends to Council that, as a result of the assenting of the *Planning, Development and Infrastructure Act 2016*, the establishment of a car parking fund and an associated Car Parking Contribution Fund policy be deferred until such time as the transitional legislation that will apply to an 'off-setting contribution scheme' is known.

Introduction

At its 21 May 2013 meeting, Council resolved the following:

"... that the Administration develop an appropriate Car Parking Contribution Fund Policy in accordance with the provisions of Section 50A of the Development Act 1993 for consideration by Council that provides options for Development Application applicants for commercial and industrial premises and to make a financial contribution to Council when on-site car parking requirements cannot be met".

Subsequently, at its meeting 17 September 2013, Council resolved:

"... that following the approval (by Council) of its Housing Diversity DPA, the Administration commence the requisite investigations to identify the designated areas for considering contributions, and the location and costs for providing the car parks, associated with the proposed Car Parking Fund."

The Housing Diversity DPA was ultimately gazetted in June 2015. This was followed by both the approval of the Minister's Existing Activity Centre Policy Review DPA and the assent of the *Planning, Development and Infrastructure Act 2015* on 21 April 2016.

Discussion

The adequate provision of car parks in proximity to shopping strips is complicated by the erosion of on-street carparks in nearby residential areas through the process of allotment subdivision. This is additionally compounded by the increased population generated by urban infill, particularly in areas zoned for mixed use urban up-lift, such as the Urban Corridor Zone.

While s50A of the *Development Act 1993* (Act) currently provides councils with the ability to establish a car parking fund, the new *Planning, Development and Infrastructure Act 2016* (PDI Act) makes no provision for the establishment of car parking funds.

In response to this uncertainty, exploration of an alternate approach was considered necessary. Consequently, the Administration engaged Kelliedyjones Lawyers to review the provisions of the Act and new PDI Act to identify appropriate legislative provisions to fund infrastructure of this nature, including statutory triggers through the development application process and mechanisms that could be applied to established situations.

As a result of the review, KelliedyJones advises that:

1. Council await the details of the transitional legislation to determine the value of investing time in establishing a car parking fund under the existing legislation, or make preparations to initiate an off-setting fund under the PDI Act which allows for broader application of collected funds; and

2. Any decision on establishing a car parking fund or other mechanism be informed by the timeframes outlined in the (yet to be released) transitional legislation.

In addition, Council may be better positioned to progress the establishment of a fund once the proposed Westlink tram route is agreed. This project will help inform areas of likely intensification of car parking shortages and land values which will, in turn, help to calculate suitable contribution rates.

Therefore, it is recommended that preparation for an off-setting fund be initiated, facilitated through the PDI Act, which allows for broader application of funds. The value of this approach will be determined by the timing of the new legislative provisions and whether or not existing car parking funds will have legal status once the new system is enacted

A summary of the advice received from Kelledy Jones is provided below, a copy of the advice is included at **Attachment 1**.

Summary of Advice Received:

Under existing legislation

Under existing legislation, Councils may establish a car parking fund and use contributions to derive benefits to the community through the development of new or improved car parking facilities, alternative transport systems or upgrades or provision of transport infrastructure (e.g. tram facilities, bicycle lanes and public realm upgrades).

The establishment of a car parking fund is subject to the Minister's approval. The key steps include:

1. Identification of a 'designated area' with reference to an area marked in overlay map(s) of the Development Plan;
2. Determination of the contribution rate for the fund (contribution rates set by other Councils range from \$3,500 to \$31,500 per car parking space); and
3. Obtain approval from the Minister.

Once established, payments to the car parking fund would be triggered if a proposed development does not include sufficient parking spaces in accordance with provisions of the Development Plan.

If the shortfall of spaces is considered detrimental to the application it must be refused, however, if the application is deemed to have considerable merit, despite the shortfall of parking spaces, the developer may agree to make a contribution to the car parking fund at the rate per car park set in the fund.

Under the current system, councils cannot require an applicant to make a contribution as contributions are at the discretion of the applicant.

Car park funding mechanisms under the PDI Act 2016

The PDI Act was assented to on 21 April 2016 and has not yet commenced operation; it is a new system yet to be implemented. DPTI has advised it will not be fully operational for up to 5 years; however provisions of the PDI Act will be switched on progressively throughout that period.

Transitional legislation, which is expected to inform the timeframe for when elements will commence operation, is anticipated to be introduced to the Parliament before the end of 2016.

The PDI Act does not appear to make provisions for car parking funds and it is unclear whether car parking funds established under the current legislation will continue to operate after the PDI Act commences (while it is anticipated that the Transition Bill will address this, that may not be the case).

The PDI Act does provide for an alternative mechanism in the form of an 'off-setting contribution scheme'. Although the full details of the off-setting schemes are still subject to transitional legislation and regulations, the basic premise is that an off-setting scheme established for the purpose of car parking and transport purposes to allow for payments to be made into the fund as well as in-kind contribution, or a combination of both.

In contrast to the voluntary nature of a car parking fund, if an off-setting contribution scheme exists, development approval cannot be granted to a proposed development to which the scheme applies unless the relevant contribution has been made.

Use of Land Management Agreements (LMAs)

The use of LMAs to generally assist with alleviating car parking issues is problematic and not a suitable mechanism to address Council's concerns in relation to the provision of car parking. LMA's may, however, be useful to ensure that:

- Car parking areas shared by more than one development remain available to those developments as required; and
- Car parking areas which are on separate allotments to the development they service cannot be sold, fenced or developed for another use.

Given this advice, the initiation of a car parking contribution fund and associated policy appears to be fruitless endeavour until such time as the details of the 'off-setting contribution scheme' are provided in the transitional arrangements associated with the implementation of the PDI Act later this year.

Conclusion

At its September 2013 meeting, Council resolved that following approval of the Housing Diversity DPA the Administration investigates the establishment of a car parking fund in accordance with the provisions of s50A of the *Development Act 1993*.

Consequently, the Administration engaged Kelledyjones Lawyers to advise options available for Council to fund car parking under the provisions of the *Development Act 1993* and new *Planning, Development and Infrastructure Act 2016*.

Based on the advice received from Kelledyjones Lawyers, it is proposed that the progress on the development of a car parking fund and policy be deferred until the future provisions associated with an off-setting contribution scheme (for car parking) are clarified in the transitional arrangements associated with the PDI Act.

ATTACHMENT 1



12 September 2016

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Dear Rebecca

COUNCIL'S OPTIONS REGARDING THE FUNDING OF OFF-STREET CARPARKING

We understand the City of West Torrens ("the Council") is currently considering its options in relation to the funding of off-street carparking¹ within its area.

You have informed us that the Council is concerned with the availability of carparking in its area. This issue has been a concern for some time and has become exacerbated in recent years through the significant increase in the density of residential development – particularly through small-scale land divisions to divide traditional, large dwelling allotments into one or two additional allotments.

Recent Development Plan Amendments to allow very high densities of residential development and mixed use development in the Council's area is likely to worsen this situation, as will any light rail infrastructure that may be constructed in the Council's area by the State Government.

You have sought our advice on the following issues that need to be considered by the Council in dealing with this issue:

- the options available to the Council to acquire funding toward the development of off-street carparking under the *Development Act 1993* ("the Development Act") and the benefits and limitations involved in doing so;
- the options available to the City of West Torrens ("the Council") to acquire funding toward the development of off-street carparking under the *Planning, Development and Infrastructure Act 2016* ("the PDI Act") and the benefits and limitations involved in doing so and how a carparking fund established under the Development Act could be transitioned and operate under the PDI Act; and

¹ We note that the usual spelling of "carparking" is "car parking". Section 50A of the Development Act creates "carparking funds" and the spelling of "carparking" is such throughout the Act. We have retained this spelling in our advice for this reason.

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1. the benefits and limitations of using Land Management Agreements as mechanisms for the Council to create formal shared carparking.

Our advice on these issues is outlined below.

1. Carparking funding under the Development Act

- 1.1 Section 50A of the Development Act provides for the establishment of carparking funds to assist with the development of carparking in designated areas. The intent of the fund is to improve the planning outcomes of developments where it is problematic to accommodate full carparking requirements associated with the development on site. Many metropolitan councils have established carparking funds pursuant to the Development Act.

- 1.2 Section 50A of the Development Act provides:

(1) A council may, with the approval of the Minister, establish a carparking fund for an area designated by the council (a designated area).

(2) The establishment of a fund will be effected by notice in the Gazette.

(3) A designated area must be defined by reference to an area established by the relevant Development Plan.

(4) A fund will consist of -

(a) all amounts paid to the credit of the fund under subsection (5); and

(b) any income paid into the fund under subsection (7).

(5) If—

(a) a person is proposing to undertake development within a designated area; and

(b) application for development plan consent is made under this Part; and

(c) the relevant authority determines, after taking into account the provisions of the relevant Development Plan, that the proposal does not provide for sufficient spaces for the parking of cars at the site of the development; and

(d) the relevant authority and the applicant agree that the applicant will make a contribution to the relevant carparking fund in lieu of providing a certain number of spaces for the parking of cars at the site of the development,

then the applicant must make a contribution to the carparking fund of an amount calculated in accordance with a determination of the relevant council (and the development may proceed despite the situation with respect to carparking at the site of the development).

(6) A determination of a council for the purposes of calculating amounts to be paid into a carparking fund—

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(a) has effect when published in the Gazette; and

(b) may be varied by the council from time to time by further notice in the Gazette.

(7) Any money in a carparking fund that is not for the time being required for the purpose of the fund may be invested by the council and any resultant income must be paid into the fund.

(8) The money standing to the credit of a carparking fund may be applied by the council for any of the following purposes (and for no other purpose):

(a) to provide carparking facilities within the designated area; or

(b) to provide funds for (or towards) the maintenance, operation or improvement of carparking facilities within the designated area; or

(c) to provide funds for (or towards) the establishment, maintenance or improvement of transport facilities within the area of the council with a view to reducing the need or demand for carparking facilities within the designated area.

1.3 Essentially, once a carparking fund is established, if a person proposes to undertake development within a designated area and the Council (as the relevant authority) determines that the proposal does not provide for sufficient spaces for the parking of cars at the site of the development (after taking into account the provisions of the Development Plan) and the Council and the applicant agree, the applicant can make a contribution to the carparking fund in lieu of providing a certain number of carparking spaces. The contribution for this is calculated in accordance with a determination of the Council.

1.4 Subsection 50A(6) of the Development Act provides that a determination of the Council for the purposes of calculating amounts to be paid into the fund has effect when published in the Gazette and may be varied by the Council from time to time by further notice in the Gazette.

1.5 If the Council considers that a proposal is significantly inadequate, based on relevant Development Plan provisions and associated impacts, then the development application may not be approved, irrespective of the applicant's willingness to contribute to the carparking fund. This ensures an applicant is prohibited from "buying" a development authorisation.

1.6 To correctly establish a lawful carparking fund the Council must undertake the following steps:²

1.6.1 Define a "designated area" for the fund.

(a) By reference to a Zone, Policy Area, Precinct or other area (i.e. an area delineated in an Overlay) established by the Council's

² Development Act, section 50A

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Development Plan, the Council must define a designated area for the purposes of the carparking fund.

- (b) The Council will need to identify a Map from the current consolidation of the Development Plan to give effect to the carparking fund provisions.
- (c) We understand that the Council's Housing Diversity DPA has recently concluded. Additionally, the Ministerial Existing Activity Centres Policy Review DPA has also been concluded. As these zoning provisions and the associated maps have now been finalised the Council can identify the "designated area" from these updated maps.
- (d) In our opinion, Map WeTo/5 and Map WeTo/4 could be used in relation to the Urban Corridor of Henley Beach Road as we understand this may be an area that could benefit from a carparking fund. Other areas that may benefit from the establishment of a carparking fund include the Torrensville District Centre and parts of South Road.
- (e) It is possible for the designated area to include multiple Zones, Policy Areas, Precincts or Overlay areas.

1.6.2 Determine the contribution rate for the fund.

- (a) The Council must make a determination for the purposes of calculating amounts to be paid into the carparking fund.
- (b) The Council may determine that the contribution rate for the fund be set at a single rate per carparking space. Alternatively, the Council may determine different contribution rates for different Zones in the designated area.³
- (c) We have reviewed a number of carparking funds currently in operation and have observed the contribution Rates for each carparking space range from \$3,500 to \$31,500.

1.6.3 Obtain approval from the Minister.

- (a) To establish the fund the Council must obtain approval from the Minister.
- (b) The Minister responsible for the administration of the Development Act is the Minister for Planning.
- (c) Once the Council has determined the contribution rate, a letter setting out the Council's request, together with a copy of the relevant Development Plan detailing the designated area, the draft Policy and

³ We confirm that the Act does not expressly preclude the ability for a single carparking fund to specify different contribution rates for different portions of the designated area. Such a proposal would need to be agreed by the Minister. See paragraph 1.6.3 in this regard. We confirm that all carparking funds established to date have a single contribution rate.

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the resolution of the Council, should be sent to the Minister for approval to establish a carparking fund.

1.6.4 Publish a notice in the Gazette.

- (a) Once approval from the Minister has been obtained, the Council must publish a notice in the South Australian Government Gazette to give effect to the fund.
- (b) The notice must include details of the fund including the designated area and the contribution rate(s).

1.7 The benefits of having a carparking fund are that the Council can utilise contributions made to the Fund to derive benefits to the community through the development of new or improved carparking facilities; alternative transport systems (such as shuttle buses) or upgrades to, and/or the provision of, transport infrastructure e.g. bus services, bicycle lanes, and public realm upgrades.

1.8 Specifically, the Development Act provides, at section 50A(8), that the money standing to the credit of a carparking fund may be applied by the council for any of the following purposes (and for no other purpose):

1.8.1 to provide carparking facilities within the designated area; or

1.8.2 to provide funds for (or towards) the maintenance, operation or improvement of carparking facilities within the designated area; or

1.8.3 to provide funds for (or towards) the establishment, maintenance or improvement of transport facilities within the area of the council with a view to reducing the need or demand for carparking facilities within the designated area.⁴

1.9 The limitations of having a carparking fund include that the Council cannot require an applicant to make a contribution. Contributions are at the discretion of the applicant. However, a contribution to the fund may assist in Council's view of the feasibility of an applicant's proposed development.

1.10 We understand the Council has in the past received advice which suggested a PAR or DPA was not required to establish a carparking fund. We confirm this is the correct legal position.

1.11 The establishment of a carparking fund is provided for in the Development Act and no amendment to the Development Plan is required.

1.12 The only time that a DPA would be necessary is if the Council wished to establish a carparking fund in respect of an area which is not delineated by a Zone, Policy Area, Precinct or Overlay in the current Development Plan.

⁴ We confirm that carparking fund monies could be applied to transport facilities related to public transport, including tram facilities. Provided that the transport facilities are established, maintained or improved with a view to reducing the need or demand for carparking facilities within the designated area, the monies in the fund can be applied to them.

2. Carparking funds under the PDI Act

- 2.1 The PDI Act was assented to on 21 April 2016. The PDI Act establishes a new planning system for South Australia and is the most significant change to planning and development law in over 20 years.
- 2.2 The PDI Act has not yet commenced operation. The Department of Planning, Transport and Infrastructure ("DPTI") has advised it is not likely to be fully operative for up to 5 years. Transitional legislation is intended to be introduced into Parliament after July 2016 for the staged transition from the Development Act to the PDI Act, over this period. Currently the Development Act remains in full operation.
- 2.3 Many provisions of the Development Act are replicated, word for word, in the PDI Act, meaning, in some respects, little will change. However, one significant change is that the PDI Act does not provide for the establishment of carparking funds.
- 2.4 This raises the question: will a carparking fund established under the Development Act cease to exist when the PDI Act becomes operative?
- 2.5 The answer is, at this stage, unclear. Until the Parliament passes the transitional legislation, which will provide for and guide the transition from the Development Act to the PDI Act, we will not know if or how carparking funds established under the Development Act will continue to operate after the PDI Act commences.
- 2.6 Despite the PDI Act not providing specific provisions in relation to carparking funds the PDI Act does provide for an alternative mechanism to achieve this same end – an off-setting contribution scheme.
- 2.7 Section 197 of the PDI Act allows councils, with the approval of the Minister to establish an off-setting contribution scheme. Such schemes must support or facilitate:

"197(2)...

(a) development that may be in the public interest or otherwise considered by the designated entity as being appropriate in particular circumstances (including by the provision of facilities at a different site); or

(b) planning or development initiatives that will further the objects of this Act or support the principles that relate to the planning system established by this Act; or

(c) any other initiative or policy—

(i) designated by the Planning and Design Code for the purposes of this subparagraph; or

(ii) prescribed by the regulations for the purposes of this subparagraph."

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2.8 On our reading of this provision, it is sufficiently broad so as to capture the need to provide, maintain, improve and operate public car parking facilities and to establish, maintain and improve carparking facilities.

2.9 Off-setting schemes can include the following matters:

“197(3)...

(a) an ability or requirement for a person who is proposing to undertake development (or who has the benefit of an approval under this Act)—

(i) to make a contribution to a fund established as part of the scheme; or

(ii) to undertake work or to achieve some other goal or outcome (on an “in kind” basis); or

(iii) to proceed under a combination of subparagraph (i) and subparagraph (ii),

in order to provide for or address a particular matter identified by the scheme...”

2.10 An off-setting scheme which is established for the purposes of carparking and transport purposes can, as carparking funds do now, allow for payments to be made into the fund **as well as** in kind contributions or a combination of both.

2.11 Where an off-setting contribution scheme exists, development approval **cannot** be granted to a proposed development to which the scheme applies unless and until the relevant contribution has been made.⁵

2.12 This contrasts with current carparking fund provisions in the Development Act which provide that contributions into the Fund are voluntary.

3. Land Management Agreements

3.1 You have requested advice as to the benefits and limitations of Land Management Agreements (“LMAs”) being utilized by the Council as a mechanism for the Council to create formal shared car-parking arrangements (with improved access, amenity and safety) by facilitating agreements between adjacent land-owners to assist in the amalgamation of carparking facilities on adjacent properties that are held in separate ownership.

3.2 Sections 57 and 57A of the Development Act allow the Council to enter into an LMA with:

3.2.1 any land owner in relation to the development, management, preservation or conservation of their land; or

3.2.2 a person who is applying for development authorisation under the Development Act with the consent of the owner of the relevant land. A LMA entered into under this section may relate to any matter that the person

⁵ PDI Act, section 102(f). Compliance with an off-setting scheme is a requirement which must be fulfilled before a development is an approved development under the PDI Act.

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applying for the development authorisation and the Council agree is relevant to the proposed development.

3.3 LMA's can only be entered into by agreement between the parties.

3.4 As we understand the concerns of the Council in relation to carparking provision in its area and the objectives that it wishes to achieve, LMA's are not a suitable mechanism to address these concerns.

3.5 We hold this view for the following reasons:

3.5.1 LMA's can only apply to particular allotments of land and only with the consent of the land owner. It may be prohibitively expensive to attempt to secure LMA's over large portions of the Council's area. As such, LMA's are best considered on an allotment-per-allotment or a development-by-development basis;

3.5.2 LMA's are best utilised where a land owner wishes to facilitate development on their land, and the LMA is used to address particular issues arising from the use and/or management of that development;

3.5.3 as LMA's exist by virtue of the Development Act, they cannot be used to circumvent provisions of that Act. As carparking funds can be established under section 50A of the Development Act, an LMA cannot be used as a substitute for establishing such a Fund.

3.6 LMA's can however be used to ensure that:

3.6.1 carparking areas shared by more than one development remain available to those developments as required; and

3.6.2 carparking areas which are on separate allotments to the development they service cannot be sold, fenced or developed for another use.

4. Recommendations

4.1 If the Council forms the view that it should be taking action to establish a carparking fund or otherwise take other action to achieve this end, we recommend that the Council await the introduction of transitional legislation for the PDI Act before making a formal decision in this regard.

4.2 If, as we expect, the transitional legislation confirms that:

4.2.1 the PDI Act will not be fully operative for 5 years; and

4.2.2 existing carparking funds will remain in existence for the purposes of applying existing funds in accordance with their objectives; or

4.2.3 that existing carparking funds can be rolled-over or otherwise incorporated into an off-setting contribution scheme under the PDI Act,

the establishment of a carparking fund now may be a worthwhile exercise.

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- 4.3 In any event, we recommend that the Council consider establishing an off-setting contribution scheme for its area upon commencement of the PDI Act.

- 4.3.1 As set out in paragraph 2.7 above, the scope of an off-setting contribution scheme is broad and can apply to many forms of infrastructure and development which the Council may wish to provide to its community in addition to carparking areas.

Please call me or in my absence Philippa Metljak a call with any questions.

Yours sincerely
KELLEDYJONES LAWYERS

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11.3 City Strategy Monthly Activity Report

Brief

This report presents the City Strategy Department Activity Report for August 2016.

RECOMMENDATION(S)

The Committee recommends to Council that the City Strategy Activity Report for August 2016 be received.

Introduction

A report is presented to each Strategy and Community Prescribed Standing Committee detailing the status of key projects and activities within the City Strategy department.

Discussion

Key activities	Update
Community Planning	
<i>Disability Access and Inclusion Plan</i>	<p>During August 2016 City Strategy and the Community Services departments worked together on finalising the City of West Torrens Disability Access and Inclusion Plan.</p> <p>A draft of the plan is proposed for the November 2016 meeting of Corporate Planning, Policy and Performance Committee.</p>
<i>Public Health Plan Report to the Chief Public Health Officer</i>	<p>September 2016 is the deadline for councils and regions to provide the Chief Public Health Officer with a two year Public Health Plan Implementation Progress Report.</p> <p>Staff from across the organisation have been consulted on the status of key projects listed within Council's Public Health Plan and a summary progress report was presented to the 13 September CPPP for endorsement as Council's report to the Chief Public Health Officer.</p>
<i>Community Land Management Plans</i>	<p>During August 2016, a Findings and Analysis Paper was developed recommending that the eleven existing Community Land Management Plans be consolidated into three main categories:</p> <ul style="list-style-type: none">• Reserves and Sports Grounds;• Drainage Lands; and• Community and Commercial Facilities; <p>This recommendation is based on the purpose of Community Land Management Plans, as contained in the <i>Local Government Act 1999</i>, and a review of Community Land Management Plans from other councils.</p> <p>It is expected that a report presenting the draft Community Land Management Plans for community feedback will be presented to the November 2016 meeting of the Corporate Planning, Policy and Performance Committee.</p>

Environmental Planning

Carbon and Water Reporting

During August 2016, analysis commenced on the annual water management and carbon footprint reports. Each year annual utility accounts are analysed against previous years to track and trend gas, fuel, energy, waste and water consumption. Early findings include a projected 26% increase in the use of potable water primarily for open space irrigation.

The Administration also conducted a 'request for quote' process to secure services for utility data management to improve the timeliness of utility reporting and trend analysis and to investigate more automated annual reporting of water use and greenhouse gas emissions.

Western Adelaide Urban Heat Island Mapping Project

The Adelaide Mount Lofty Ranges Natural Resources Management Board (AMLRNRMB) is preparing grant documentation formally confirming its funding and in-kind commitment to the Western Adelaide Urban Heat Island Mapping Project (WAUHIM).

During August 2016, the western region councils, in conjunction with the AMLRNRMB have planned a workshop to be hosted by the City of West Torrens.

The regional workshop is intended to obtain information from a range of technical areas of councils that will in turn inform a detailed project brief, scope of work and procurement process for the mapping project.

Economic Development and Partnerships

Building Western Adelaide - Tourism

The Western Region Tourism Destination Action Plan working group initiated the project at a meeting with the consultant's, Tourism E-school, at City of Charles Sturt on 5 August 2016.

On 26 August 2016, selected tourism stakeholders within the City of West Torrens attended a workshop to inform the Western Region Tourism Destination Action Plan. Adelaide Airport, Adelaide Shores, Mega-adventure Park, Bounce, Ice Arena, Taxi Industry Council and the West End Brewery were among those who attended.

Participants identified tourism challenges and opportunities for West Torrens and the broader western region. Opportunities to improve tourism by building partnerships with different levels of government and across the tourism industry were highlighted and some exciting common themes were identified.

Concepts such as "Sports, Adventure and Fun" , "Sunset Beaches" and "Shopping Destinations" (e.g. Harbour Town, Ikea, Brickworks Tony & Marks) and "Family/All Ages Friendly" were seen to be a common thread across the western region more broadly.

Stakeholders also enjoyed the opportunity to meet with aligned providers across the tourism industry and benefitted from networking after the workshop.

The project will assist to identify linkages between the council areas and improve dispersal to grow tourism visitation and expenditure.

<p><i>Economic Development and Tourism</i></p>	<p>During August 2016, staff attended the Metropolitan Local Government Group's Economic Forum. The forum featured case studies from business experts and provided a platform for business stakeholders to present their perspective to council representatives. Hosted by Forum Chair and Onkaparinga Mayor, Lorraine Rosenberg, the event was attended by a collection of Elected Members, Council CEOs and managers.</p> <p>On 18 August 2016, staff attended SATIC's tourism event at Parliament House hosted by the tourism minister, Minister Leon Bignell. The Minister's speech highlighted the importance of growing the number of tourism jobs for the benefit of the South Australian economy.</p>
<p><i>Adelaide Airport</i></p>	<p>During August 2016, staff attended a quarterly meeting of the Adelaide Airport Limited Consultative Committee Planners Forum.</p>
<p>Land Use Planning</p>	
<p><i>Planning Reform and Heritage</i></p>	<p>PDI Act Steering Group</p> <p>Throughout August 2016, staff made considerable progress with positioning the City of West Torrens to address changes anticipated through the <i>Planning Development and Infrastructure Act 2016</i> (PDI Act). On 11 August 2016, staff presented to the Leadership Forum on the topic of how the changes will affect various departments of Council.</p> <p>A PDI Act Steering Group had been formed with representation from across the departments of council that will be most affected by provisions in the PDI Act. This Group has agreed a Terms of Reference and identified priorities for action.</p> <p>State-lead Heritage Reform</p> <p>Correspondence has been received from the Minister for Planning advising of the opportunity to comment on the Department of Planning, Transport and Infrastructure's (DPTI) Local Heritage Discussion Paper.</p> <p>Staff attended a workshop with the Inner Rim Planners Group facilitated by the Local Government Association to discuss the <i>Discussion Paper</i>.</p> <p>Feedback was initially requested to be sent to DPTI by 9 September, but has now been extended to 8 October 2016. A separate report has been included in this agenda.</p> <p>Heritage Grants Program Review</p> <p>The National Trust has been engaged to undertake a review of the West Torrens Heritage Grants program, the last funding round which appears to have occurred in 2009. The project includes a review of the previous guidelines in accordance with any advances or best practice identified in the industry. The project output is scheduled for completion in October.</p> <p>Review of Heritage Development Plan Provisions</p> <p>A review of the heritage tables and maps in the Development Plan has been finalised. A report was presented to the 13 September 2016 meeting of the Corporate Planning, Policy and Performance Committee seeking approval to submit a request to the Minister for Planning to approve amendments to Council's Development Plan pursuant to s29 of the <i>Development Act 1993</i>.</p>

<i>Public Health and Planning</i>	<p>Staff attended an "Ageing Well" workshop at KPMG featuring representatives from the aged care sector and The Australian Centre for Social Innovation. The workshop provided insight into the types of challenges that need to be addressed as the community continues to age and highlighted distinct characteristics of key segments of the aged community.</p> <p>Staff also participated as stakeholders in the internal OPAL Working Group to identify opportunities to embed the principles and key learnings of the OPAL program into everyday operations of the Administration as part of the OPAL transition plan.</p>
Corporate Planning	
<i>Community Plan Review</i>	<p>The statutory review of the Community Plan has been commenced. Meetings have been held with managers and coordinators from across the organisation to review the existing strategies, identify any gaps, and understand any changes to the City's context in the last two years that the plan should respond to.</p> <p>A pre-brief is planned for September to brief Council on the timeframe and approach which will be followed by a report to Council in October. Community feedback will be sought until February 2017.</p>

Conclusion

This report details recent activities of the City Strategy department for the month of August 2016.

11.4 Community Services Activity Report August 2016

Brief

This report details the activities undertaken within the Community Services Department for August 2016.

RECOMMENDATION(S)

The Committee recommends to Council that the Community Services Activity Report for August 2016 be received.

Introduction

The Community Services department provides a report to each Strategy and Community Prescribed Standing Committee detailing the status of key projects and activities.

Discussion

Sewing Studio

Day group sessions averaged attendances of nine with seven attendees at evening groups. Four new members joined the evening group and three joined the day group. Donated fabrics are being used or donated to the Australian Refugee Association and local craft groups.

Every Generation Festival (EGF)

The following 2016 Every Generation Awards Festival projects and events are currently being developed:

Centenarians Project - This project will recognise the achievements of CWT residents aged 100 or older (or very close to age 100). Promotional materials were distributed to elderly residents and their carers; local aged care facilities and clubs. Volunteers are assisting by interviewing group participants and writing short stories about their lives. Three interviews have been held and more will be conducted in September. A small celebration luncheon is planned for Friday 28 October in the Hamra Centre Library Sunroom.

Walker Recognition Event - A trackside "come and try walking" event is planned for Monday 17 October at 8am (during the first week of the Every Generation Festival) with walkers invited to a healthy breakfast afterwards.

Community Gardens

Induction has been completed with two new gardeners at the Clifford Street Community Garden. New starter kits including seeds and documentation are being prepared by the Community Development Officer with volunteer assistance.

Welcome documents have been updated and made more visually attractive and "corporatised". A morning tea meeting was held for Clifford Street Gardens on Wednesday 31 August at a local cafe with 7 gardeners and 2 children attending. New "welcome" signage is being organised for the front fence.

In an attempt to minimise a growing amount of unkempt and, apparently, unused gardens that are unkempt and unused, new guidelines have been prepared and state that regular audits of gardens are undertaken and if a garden is not planted or remain unkempt for two consecutive seasons it will be reallocated.

Cultural Events

Effort is focussed on the organisation and promotion of events scheduled for the second half of 2016 and strengthening relationships with local cultural groups.

An Indian themed evening is being planned for Thursday 10 November at 7pm in the West Torrens Auditorium Gallery.

Kurralta Park Walking Groups

Despite the cold, wet, weather, the Almond Tree trekkers walked every Monday and Thursday, with average attendances of around ten.

The Administration met with the two walk leaders at Wohler's Coffee Shop to thank them both for their continued support of the two groups over the last nine years and to discuss the possibility of a ten year celebration and promotion of walking event in 2017.

Publicity and Promotion of Events and Programs

A small pilot event on preserving lemons, using lemons from the rear of the bluestone cottage on Sir Donald Bradman Drive, has been organised for the evening of Thursday 22 September at the Plympton Community Centre between 6pm and 8.45pm. This event will be run by one of the sewing studio volunteers with the Administration. If this event is successful, an additional workshop will be held in October 2017.

Commonwealth Home Support Program

Community Meal

The Monday and Tuesday community meals held at the Plympton Community Centre are still very well attended. Both meals are well supported by those volunteers who drive the community bus, help with set-up, serve, clear away and assist the clients.

Matinees and More

Matinees and More is held fortnightly on a Tuesday aimed at people who are socially isolated. One fortnight is going to the Star Theatre for musical entertainment and the other fortnight on an outing. The group recently attended the new David Roche Gallery in North Adelaide which was very enlightening for all. For the outing we are able to utilise the Community Bus and have a regular volunteer driver who is also of great assistance with some of the less able-bodied participants.

Federal Funded Services

A report for August 2016 was recently submitted to the Federal Government and the statistics for cleaning, shopping, social support, home maintenance and home modifications had all increased on the previous month.

Cleaning	140 clients (378 hours)
Shopping	20 clients (57.5 hours)
Social Support	61 clients (662 hours) (inc. Monday meal)
Home Maintenance	67 clients (105 hours)
Home Modifications	13 clients (\$2580.51)

Home Advantage Program - Council funded services August 2016

Council funded spring cleans - 23 services (36 hours)
Council funded window cleans - 23 services (41 hours)
Council funded gutter cleans - 48 services (48 hours)

Home Advantage assisted 12 (mainly elderly) people to move hard rubbish to the street for collection. Council is receiving very positive feedback on this service.

Presentation

The Administration presented at the Netley Grove Village on the community services programs available from Council (including library services, home support services, community development programs etc.). 30-40 people attended who were impressed with the range and quality of services provided by Council.

Community Transport

Community transport has introduced new shopping runs to the Brickworks Markets. This service runs fortnightly on Friday mornings. Monitoring continues and feedback has been positive with an average of 8 passengers per trip.

The Sprinter bus continues to be chartered by the West Adelaide Uniting Church on a regular basis (Sundays).

"Be a tourist in your backyard" tours are also a new initiative being popular and well attended by a wide variety of clientele. Research continues for new locations for upcoming tours.

Currently, tours until the end of September are locked in and a steady take up continues.

Youth Services

A review of the 2016 Youth Expo was undertaken with representatives of Charles Sturt and Port Adelaide Enfield councils as well as Multicultural SA. Planning for 2017 has commenced.

The Spring School Holiday program has been developed including Little Days Out in conjunction with external providers, OPAL and local schools.

The Footy First Bounce program has been established with Lockleys Football Club and commenced on 2 August.

Liaison has occurred with the Football Federation SA to explore possible future after school soccer programming.

Library Services

Children's Book Week

The theme for 2016 is 'Australia – Story Country'. On 24 August 2016, the West Torrens Library celebrated with a special visit from George the Farmer. Over 60 families, including approximately 100 children, enjoyed a fun, educational message about where food comes from and the importance of farming. The West Beach Community and Brooklyn Park kindergartens caught public transport in order to attend this special event along with regular Story Time attendees. They all left with bookmarks, activity sheets and stickers. The feedback was extremely positive.

The reception classes from St John Bosco school also celebrated Book Week at the library at the Friday Storytime session.



Children's Programs - Attendance and Themes

Baby Time - 391 babies

Toddler Time - 401 toddlers

Story Time - 320 children

Story Time themes included celebrating children's author, Eric Hill's, Birthday (author of SPOT books), Fathers & Grandfathers for Father's Day, Aboriginal Children's Day (4 Aug) and Farming life with 'George the Farmer'. The Children's Book Council nominations and winners were also showcased throughout Children's Bookweek.

RFID Book Sorter

The book sorter was successfully installed between 8 and 10 August 2016 and has been operating 24 hours a day. As this is the first installation in South Australia, there has been keen interest expressed by other libraries. Both the City of Campbelltown and the City of Tea Gully library services have sent representatives to view the sorter in action and speak with key West Torrens staff about the installation and operation of the sorter. Due to the Australian Library and Information Association (ALIA) national conference being held in Adelaide from 29 August to 2 September 2016, representatives from the Northern Territory and the Queensland Library Services also took the opportunity to tour the West Torrens Library and view the sorter.

Movie Night - Thursday, 25 August, Auditorium

Approximately 80 people attended the screening of the movie 'Still Alice' (M). The next movie night will be held on Thursday, 27 October 2016 at which 'The Intern' (M) will be screened at 7pm in the Auditorium with 'The Dressmaker' (M) screening on 8 December 2016.

12. MEETING CLOSE

CITY OF WEST TORRENS



Attachment Under Separate Cover

Finance and Regulatory Prescribed Standing Committee

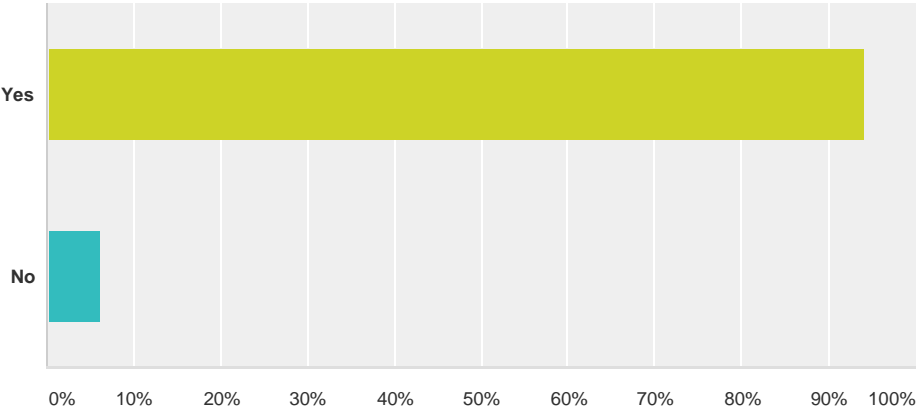
20 September 2016

Item 11.6 - Review of Hard Waste Collection Trial

At-Call Hard Waste Collection Survey

Q5 Did you book a collection?

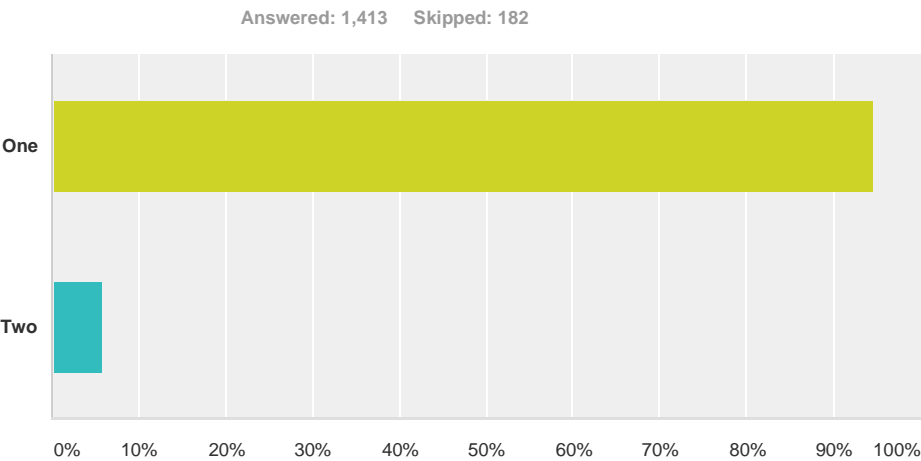
Answered: 1,595 Skipped: 0



Answer Choices	Responses	
Yes	93.92%	1,498
No	6.08%	97
Total		1,595

At-Call Hard Waste Collection Survey

Q6 If 'yes', how many collections did you use?

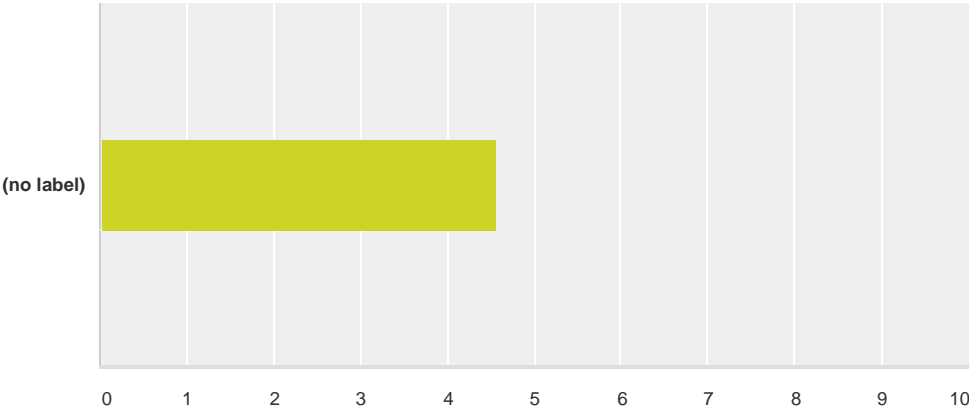


Answer Choices	Responses	
One	94.41%	1,334
Two	5.59%	79
Total		1,413

At-Call Hard Waste Collection Survey

Q7 How would you rate the customer service when you booked your collection?

Answered: 1,395 Skipped: 200

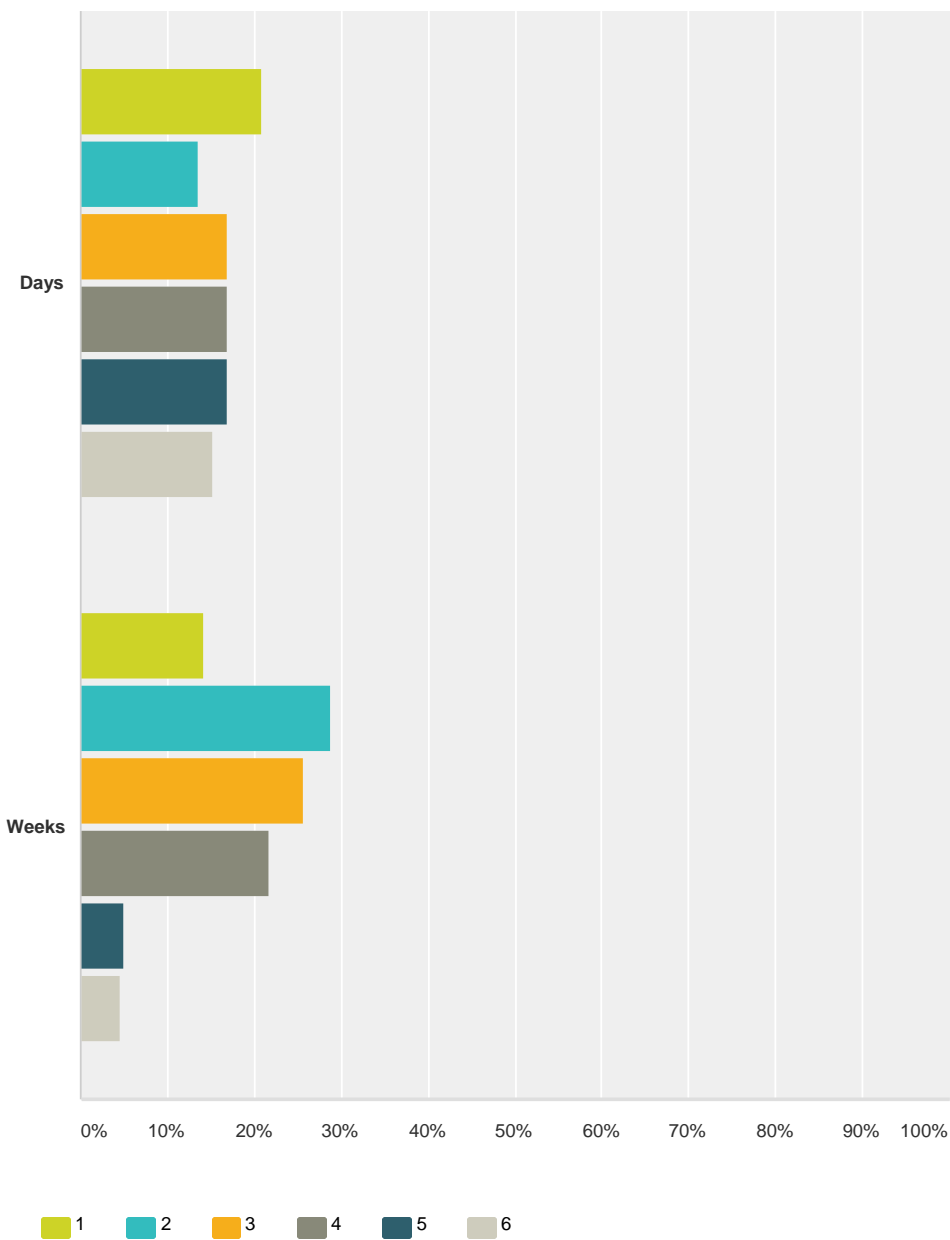


	1 = Poor	2	3	4	5 = Excellent	Total	Weighted Average
(no label)	1.94% 27	1.36% 19	5.09% 71	21.86% 305	69.75% 973	1,395	4.56

At-Call Hard Waste Collection Survey

Q8 After making the booking, how long did you wait for your collection?

Answered: 1,374 Skipped: 221

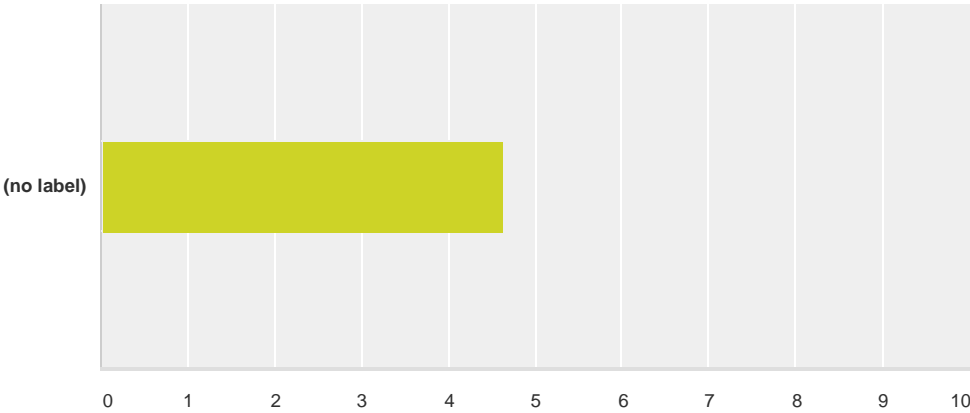


	1	2	3	4	5	6	Total
Days	20.79% 37	13.48% 24	16.85% 30	16.85% 30	16.85% 30	15.17% 27	178
Weeks	14.19% 172	28.88% 350	25.66% 311	21.62% 262	5.03% 61	4.62% 56	1,212

At-Call Hard Waste Collection Survey

Q9 How would you rate the service provided by the collector?

Answered: 1,348 Skipped: 247

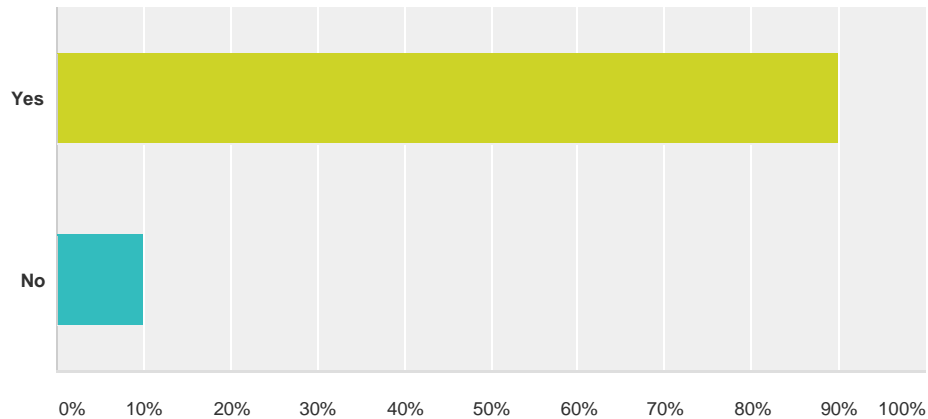


	1 = Poor	2	3	4	5 = Excellent	Total	Weighted Average
(no label)	2.60% 35	0.67% 9	4.38% 59	17.14% 231	75.22% 1,014	1,348	4.62

At-Call Hard Waste Collection Survey

Q10 Did you use the pre-booked hard waste collection label provided to show you had permission to place items on the kerb?

Answered: 1,419 Skipped: 176



Answer Choices	Responses
Yes	89.57% 1,271
No	10.43% 148
Total	1,419

#	If no, please give your reason	Date
1	It did not arrive in time. Received in post the day after collection	8/26/2016 4:31 PM
2	I found it in the letter box day after collection	8/25/2016 12:59 PM
3	Didn't at first but put it on after a neighbor complained	8/24/2016 2:26 PM
4	Not required	8/24/2016 2:21 PM
5	emailed to me	8/23/2016 1:30 PM
6	I dint know one existed.	8/19/2016 5:33 PM
7	Did not get in time	8/19/2016 5:30 PM
8	forgot	8/15/2016 10:06 AM
9	did not have one booked 5 working days before by phone, prior to collection day	8/9/2016 12:53 PM
10	1. Did not arrive. 2. Arrived too late.	8/9/2016 10:10 AM
11	No label was provided.	8/3/2016 4:13 PM
12	I received it after the collection was done.	8/3/2016 4:09 PM
13	Couldn't recall having one - Thought the sticker was just a flyer/notice with the letter and	8/3/2016 4:07 PM
14	I did not have the pre-booked hard waste collection label	7/31/2016 1:01 PM
15	Waste of ink and paper, especially when it actually gave no individual details about the booking, rather just let the collectors know that it hadn't been illegally dumped	7/27/2016 4:17 PM
16	Did not have one	7/27/2016 12:19 PM
17	It did not arrive in time for use - So Prompt!	7/26/2016 10:59 AM

At-Call Hard Waste Collection Survey

18	Arrived in the mail too late	7/21/2016 10:50 AM
19	Didn't have a printer working	7/18/2016 5:36 PM
20	Did not arrive on time as I booked towards the end of the week and they came Monday. However also not sure where I could stick it I guess.	7/18/2016 4:37 PM
21	Did not receive it in the mail until after the collection had occurred	7/18/2016 4:32 PM
22	Because I received it after the collection date - and I didn't know to expect it	7/15/2016 7:13 PM
23	I did not get a hard rubbish label	7/15/2016 3:16 PM
24	Didn't open the mail until after the collection	7/14/2016 9:38 AM
25	Did not receive until after the collection	7/12/2016 4:42 PM
26	Booked on Friday. Came on Monday. Got label after they collected	7/1/2016 5:00 PM
27	It has only just arrived booking 21/06 and today's date 24/6 arrived too late to use it.	6/29/2016 11:44 AM
28	Label arrived same day 24/06/16	6/29/2016 11:36 AM
29	Label given after the collection	6/23/2016 9:51 AM
30	Not informed I needed to do this - label not given to me	6/23/2016 9:48 AM
31	It was stolen along with some of the stuff	6/23/2016 4:48 AM
32	It turned up in the mail after the collection, but the same day.	6/10/2016 5:56 PM
33	Not provided	6/10/2016 10:14 AM
34	Had not got the label in time	6/10/2016 9:55 AM
35	i never received it. only email confirmation arrived with a sticker to print out. i don't check email often and was expecting a letter as per the information on the website. i missed the collection date and have had to book another one.	6/9/2016 8:02 PM
36	I didn't get one	6/8/2016 2:55 PM
37	The first time we did because it was posted to us, the second time it was emailed and we forgot to put it out with the rubbish.	6/7/2016 12:51 PM
38	Label arrived approx 1 week after collection	6/3/2016 11:48 AM
39	The email wasn't sent to me until after the rubbish was collected	6/2/2016 11:09 AM
40	Label was not given to me	6/1/2016 2:59 PM
41	I did not receive it in time - due to short time between my telephone request and the pick up time (This came in the postal delivery on 26th may)	6/1/2016 12:16 PM
42	But due to rainy weather it came off.	6/1/2016 12:13 PM
43	Forgot to put it on	6/1/2016 12:03 PM
44	Not enough time to send one there was a weekend in the middle of it. Letter with one arrived late will keep it.	6/1/2016 11:43 AM
45	Did not have one	6/1/2016 11:41 AM
46	Didn't know I had to.	6/1/2016 11:11 AM
47	Only placed items out approx 12 hrs prior to date.	5/31/2016 2:42 PM
48	Didn't arrive until after the collection of hard rubbish	5/30/2016 5:52 PM
49	Not enough ink in printer so made our own	5/28/2016 2:01 PM
50	Do not own a printer.	5/23/2016 9:12 AM
51	Collected before pre-booked label arrived	5/16/2016 4:50 PM
52	Label arrived in the mail after collection.	5/16/2016 4:49 PM
53	Booked on Friday, collection on following Monday - did not arrive in time	5/16/2016 3:59 PM

At-Call Hard Waste Collection Survey

54	I did not get one	5/16/2016 3:41 PM
55	Didn't receive one - only two days later to collect	5/16/2016 3:39 PM
56	Did not receive it until 5 days after collection - I was happy collection was so fast.	5/16/2016 3:32 PM
57	I did but was worried other people were going to add rubbish and council would be unaware what was mine.	5/16/2016 3:12 PM
58	My husband rang on 29/04/16 and they said it will be collected on 03/05 and paperwork arrived here on 04/05/16.	5/16/2016 3:08 PM
59	Collection occurred before label arrived	5/16/2016 2:42 PM
60	I thought I had to use it . Not sure if it is necessary	5/16/2016 2:33 PM
61	I don't have a printer	5/5/2016 7:56 PM
62	Wasn't available prior to day My letter from council arrived after the pickup	5/4/2016 11:18 AM
63	I was informed that it is not necessary	5/3/2016 11:12 AM
64	Not until day 2 Wed morning sticker added when I worked out how it came apart	4/29/2016 12:18 PM
65	It did not come in the post till after it was collected	4/29/2016 10:01 AM
66	I didn't know I had to.	4/27/2016 5:15 PM
67	Came too late	4/27/2016 12:33 PM
68	The officer from your office said I didn't require one.	4/22/2016 3:56 PM
69	Book directly Solo	4/20/2016 4:23 PM
70	I did not receive it in time (will use it in future)	4/19/2016 5:00 PM
71	Called on a Friday, was told waste could be picked up on the next Wednesday no time to receive label before pickup	4/19/2016 4:51 PM
72	No I did not get one	4/19/2016 4:47 PM
73	The letter did not arrive before the items were collected.	4/19/2016 4:45 PM
74	I rang and they picked it up.	4/19/2016 4:43 PM
75	When booked not enough time to send it.	4/19/2016 4:39 PM
76	I was not aware of the hard waste service range the council consumer services to ask when for the service I was surprised when she told me in three days I could expect pick up The female on the phone was excellent (well done)	4/19/2016 4:37 PM
77	It arrived the day after collection	4/19/2016 4:19 PM
78	Did not arrive in time	4/19/2016 4:18 PM
79	Didn't have one.	4/19/2016 3:57 PM
80	Did not have a label	4/19/2016 3:39 PM
81	Never had one	4/15/2016 5:53 PM
82	Label arrived in the post after the rubbish was taken	4/15/2016 5:24 PM
83	No sticker/letter had arrived in time.	4/15/2016 5:20 PM
84	Not enough time to receive it and no longer practical as explained by the service operator	4/15/2016 5:09 PM
85	It arrived the day after collection	4/15/2016 3:49 PM
86	No printer	4/5/2016 5:30 PM
87	Didn't get one supplied	4/4/2016 5:33 PM
88	Wasn't aware of the label	3/31/2016 8:49 AM
89	I printed one myself from the pdf. Very good because I just bought a printer last month!	3/30/2016 10:26 PM
90	It did not stick very well.	3/30/2016 3:08 PM

At-Call Hard Waste Collection Survey

91	I contacted Solo Waste by phone and received an email.	3/30/2016 11:46 AM
92	Didnt receive one! (My collection was a bed (ensemble)	3/29/2016 5:06 PM
93	Came day after rubbish collected	3/29/2016 5:02 PM
94	I didnt receive one.	3/29/2016 4:57 PM
95	I did but it was not at all effective - peeled off within a few mins.	3/29/2016 3:47 PM
96	I did not find it until now.	3/29/2016 8:54 AM
97	Only collection day I got the letter	3/23/2016 2:17 PM
98	Ron picked up rust and broken water tank	3/23/2016 2:06 PM
99	Did not have one	3/19/2016 10:33 AM
100	Didnt receive a letter from council in time.	3/18/2016 10:51 AM
101	Although it was adhered to item that was taken prior to collection	3/18/2016 10:22 AM
102	The booking was refused, as it was for our church, not a residential booking	3/17/2016 4:26 PM
103	Organized via email and no sticker was sent out.	3/17/2016 12:45 PM
104	Collection happened very quick before label was posted	3/11/2016 9:42 AM
105	Totally forgot.	3/11/2016 9:21 AM
106	Although they didnt stick well to some items	3/11/2016 8:59 AM
107	Yes and no, soon after was taken with items	3/10/2016 3:52 PM
108	We placed the label on an old air con unit that was taken by someone else the night before!.	3/9/2016 4:02 PM
109	Collection was fine. A little shorter turn around would be great.	3/9/2016 3:28 PM
110	Went to the letterbox too late to be able to use it.	3/9/2016 2:55 PM
111	they didn't provide me yet i will talk to them	3/4/2016 7:33 AM
112	Although label id unstick to items and flew up street in wind	3/3/2016 12:11 PM
113	Arrived after pickup	2/29/2016 1:04 PM
114	Didnt receive the label in time because of the short waiting period	2/25/2016 1:06 PM
115	But it was on a sheet of iron that was removed overnight before the collection day. Therefore the remaining rubbish did not have the green sticker	2/16/2016 12:31 PM
116	But needed to make sure it was stuck to something nobody would take.	2/16/2016 10:34 AM
117	They could be larger	2/16/2016 10:31 AM
118	I was not provided with a label	2/10/2016 10:57 PM
119	Please note that passer by took our hard waste and the green sticker as well, within 2 hrs of the items being placed on the verge. It was probabaly not enough waste to warrant a collection as well. I'm not sure Solo or council will get value for money?	2/10/2016 9:17 AM
120	I had already placed the items out when I booked the service. I did not realise it was going to take so long. By the time the sticker came, the items had been taken. I then cancelled the collection	2/9/2016 11:58 AM
121	If its the green pre booked form or label and I mistook for information only	2/4/2016 3:08 PM
122	Forgot	2/3/2016 11:45 AM
123	Got days mixed up supposed to be 22 Jan I thought it was Mon 25 Jan but still came thanks	2/3/2016 7:59 AM
124	The sticker fell/was taken off during the night	2/2/2016 10:07 AM
125	I would have. cancelled service	1/27/2016 9:59 AM
126	Didnt arrive in time.	1/22/2016 12:04 PM
127	Did not realise we had to do this	1/22/2016 7:46 AM

At-Call Hard Waste Collection Survey

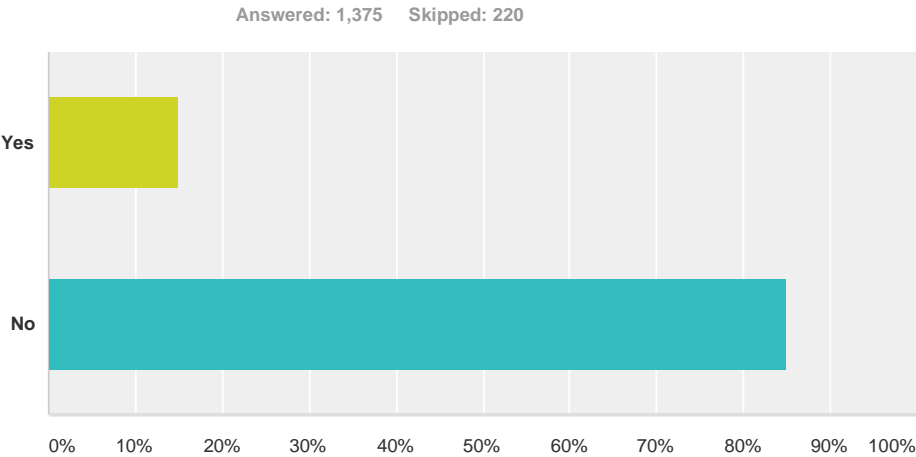
128	Not adhesive so used sellotape	1/22/2016 7:36 AM
129	Goods collected before mail could be sent out.	1/20/2016 10:40 AM
130	I couldnt find where I put it	1/20/2016 8:16 AM
131	Given a collection date of 24/12/15 (Christmas eve) crazy! especially with such a lengthy wait period. Dont like this system at all!!!	1/20/2016 8:14 AM
132	But staff from council still put lable whcih said illegal dumping therefore items labelled illegal dumping was left behind. Go to call council to sorted it was a very confusing and stressful time for my elderly father.	1/20/2016 8:05 AM
133	Was taken when goods put on kerb	1/13/2016 3:07 PM
134	The above based on previous collections	1/12/2016 2:39 PM
135	Forgot to put waste out on the date due 06/01/16	1/12/2016 2:35 PM
136	Because this is the first time	1/11/2016 3:48 PM
137	Forgot	1/7/2016 10:34 AM
138	The item it was placed on was taken before the pickup	12/31/2015 7:52 AM
139	Phone Council twice, letter sent to me, but both times no label attached.	12/22/2015 12:57 PM
140	But overnight some took away the cupboard on which I had stuck the notice I was relieved that our rubbish was collected.	12/17/2015 3:37 PM
141	Yes it was easily fixed	12/16/2015 2:22 PM
142	Its good	12/15/2015 10:28 AM
143	it was never received	12/14/2015 7:03 AM
144	It only arrived 2 weeks after the collection!	12/10/2015 3:33 PM
145	Forgot and it wasnt a huge pile.	12/10/2015 3:25 PM
146	But it was taken with the broken bicket it was stuck on	12/9/2015 3:04 PM
147	Although the article on which it was stuck was taken	12/9/2015 2:50 PM
148	The label was difficult to stick ie did not stick vey well.	12/6/2015 12:39 PM
149	too windy	12/5/2015 2:33 PM
150	Too windy	12/5/2015 2:32 PM
151	it will be for 11/12/15	12/3/2015 11:22 AM
152	I called the Friday and the person who took the call booked me in for the Monday (Being a weekend the label arrived late Tuesday	12/2/2015 8:16 AM
153	Misplaced it	12/1/2015 3:37 PM
154	But an item was taken by passer -bys which had collection label	11/18/2015 1:54 PM
155	But the item with the label was taken by someone passed by so effectively the collector wouldnt have seen it at the time of collecting	11/18/2015 11:07 AM
156	It will be used	11/18/2015 10:56 AM
157	But this was stolen within 8 hours	11/18/2015 9:06 AM
158	Although the public rummaged through our gear and the label was found and placed back on the morning of collection very frustrating	11/17/2015 12:05 PM
159	Forgot to display- Apologies	11/12/2015 8:26 AM
160	pick up is 4th December	11/6/2015 3:40 PM
161	Forgot date and rushed home to put hard waste out	11/4/2015 12:41 PM
162	Oversight	11/3/2015 9:56 AM
163	I will put the lable on the hard waste next month when I put the waste on the footpath	11/3/2015 9:54 AM

At-Call Hard Waste Collection Survey

164	Unfortunately it was taken by people who went through the collection!. Need to provide extra stickers	10/30/2015 1:46 PM
165	Too much Hard Rubbish	10/29/2015 2:53 PM
166	But it seems vulnerable for someone to take	10/28/2015 4:51 PM
167	I didnt receive one. I rang the council office and booked a time. I dont live at the address	10/27/2015 1:27 PM
168	But the Microwave I stuck it on was taken before the collection.	10/27/2015 12:59 PM
169	Collection not until 10/11/2015	10/21/2015 4:32 PM
170	I did not receive letter until after collection	10/21/2015 9:50 AM
171	no	10/19/2015 5:43 PM
172	But had trouble getting it to stick used extra tape	10/16/2015 10:15 AM
173	Did not receive it. Rang Friday before Holiday Monday This area was a pimcup on Tues 06th So lady said to put it out without label	10/16/2015 9:07 AM

At-Call Hard Waste Collection Survey

Q11 Did you use a waste voucher as well as the booked ‘at call’ service during the trial period (1 October 2015 - 30 September 2016)?



Answer Choices	Responses	
Yes	15.05%	207
No	84.95%	1,168
Total		1,375

At-Call Hard Waste Collection Survey

Q12 If you answered 'no' to section 1 'Booking experience', please provide your reason for not booking the service

Answered: 120 Skipped: 1,475

#	Responses	Date
1	Its much easier just to put it out yearly	8/27/2016 10:06 AM
2	I found it in the letter box day after collection	8/25/2016 1:00 PM
3	Don't know anything about that service	8/19/2016 5:32 PM
4	Didn't know about it	8/18/2016 12:22 PM
5	Didn't Know	8/15/2016 10:06 AM
6	Used a booked collection service	8/5/2016 4:58 PM
7	Annoyed they would not take a trampoline away as it was too big so I had to pull it apart by myself and have to dispose of myself	8/3/2016 2:30 PM
8	I hate making phone calls n need prompting to get organised. (Which the notice for hard rubbish did.)	7/29/2016 1:28 AM
9	Did not know about vouchers	7/27/2016 12:24 PM
10	Do not remember receiving one	7/26/2016 10:59 AM
11	Not sure what a waste voucher is	7/21/2016 10:48 AM
12	The types of waste (rubble-building materials) could not be collected by this service	7/18/2016 4:52 PM
13	Unable to get to the roadside for collection	7/11/2016 11:36 AM
14	It requires being organised in advance and planning so has been prioritised down the list of	7/5/2016 7:10 AM
15	No Voucher	6/28/2016 11:37 AM
16	Didn't know it existed, as I have been living at West Lakes	6/23/2016 9:58 AM
17	Not ready for a collection	6/11/2016 5:56 PM
18	.	6/10/2016 11:51 AM
19	Haven't needed one	6/10/2016 10:01 AM
20	No need for hard waste collection	6/1/2016 11:54 AM
21	I did not have time to finish arranging the waste	6/1/2016 11:10 AM
22	in short .. The idea of having to phone a booking, keep the appointment and guard the rubbish till it is picked up unnerves me.	5/28/2016 9:08 PM
23	Not enough waste for two disposals	5/28/2016 2:08 PM
24	YOu get told when you can put your stuff out. Its not convenient if its during the week.	5/18/2016 9:16 PM
25	I did not need to dispose of anything take. We had a rainwater tank Solo didn't take luckily someone took it away for us.	5/16/2016 3:55 PM
26	No real need yet to use the service	5/16/2016 2:52 PM
27	I've only had 1 item to discard (broken outdoor umbrella) and it seemed a waste to call you out just to collect it. Spent a lot of time waiting for the usual collection before I found out it had changed too.	5/15/2016 10:16 PM
28	I haven't yet required it although I'm hesitant as I live in a small group of strata units and can see some logistical issues particularly if other persons add their waste to my stuff.	5/14/2016 1:04 AM

At-Call Hard Waste Collection Survey

29	Didn't feel we had enough rubbish at any given time . Realistically we could have worked towards a date but psychologically it doesn't seem to work that way .	5/13/2016 9:19 PM
30	As yet,have not had the need but will be doing so in next month.	5/10/2016 11:00 AM
31	My next door neighbour booked this for us. We had to wait for about 5 weeks	5/9/2016 10:12 PM
32	Not enough for council to make a special trip	5/9/2016 2:52 PM
33	Annual suburb-wide collection far better option, as "booking" a one-off service results in continued deferral of a clean- out of hard waste, and is less obtrusive for residents conscious of being "conspicuous" by being the only one on the street with hard waste for collection.	5/8/2016 4:45 PM
34	Would prefer like previous years have an annual or biannual collection week in each suburb/s.... Know when it's going to happen/ on notification from council/ can have collection ready/ organise... If don't have much to pick up.. Waste of collection service... More convenient having one/ two for everyone... I often see collection sitting outside houses not picked up for weeks with tape around.. So assume have org a pick up?	5/8/2016 3:13 PM
35	I'm confused by this question...	4/28/2016 11:40 AM
36	I use the large bin at work!	4/19/2016 4:57 PM
37	Don't know what it is.	4/19/2016 4:40 PM
38	Not aware of the service	4/19/2016 4:37 PM
39	I have not required the service due to minimal hard waste	4/19/2016 4:34 PM
40	Not sure what this is	4/19/2016 3:55 PM
41	Had no need	4/19/2016 3:33 PM
42	Not needed it yet will be booking a pickup next month.	4/19/2016 3:32 PM
43	Forget about it then when you do you have to wait approx. one month for it to happen.	4/19/2016 3:16 PM
44	Forget about it rather be told when	4/19/2016 3:13 PM
45	Just not enough hard waste to warrant a collection	4/5/2016 11:08 PM
46	Did not know about it	4/5/2016 3:20 PM
47	Not yet required.	4/4/2016 7:21 AM
48	Not needed just at the moment	3/29/2016 11:00 AM
49	the rubbish was not mine	3/29/2016 8:51 AM
50	Seems overkill to book for our minimal waste	3/24/2016 2:11 PM
51	I made phone call to Solo waste; My waste was okay for red	3/24/2016 2:05 PM
52	Booked pick up	3/23/2016 2:14 PM
53	Not required yet	3/23/2016 2:05 PM
54	Waiting till I have a decent amount to put out to make the most of calling someone out.	3/22/2016 8:54 AM
55	Not at all impressed with this new system	3/18/2016 11:02 AM
56	Have not had any hard waste to pickup as yet.	3/16/2016 3:23 PM
57	Don't remember getting one	3/16/2016 3:21 PM
58	Was booked for pickup (but without a voucher)	3/16/2016 2:31 PM
59	It's inconvenient, and that you have to ore books weeks / months ahead. And you have to place waste the night before. Not convenient if midweek collection.	3/15/2016 4:19 PM
60	No immediate need. Plus i put stuff on the neighbours pile.	3/15/2016 1:56 PM
61	I liked it better when there was a set date. .All im doing now is delaying the inevitable..	3/15/2016 11:36 AM
62	The hard rubbish day gives me a focus to get stuff ready - haven't got around to doing it yet	3/11/2016 9:19 AM

At-Call Hard Waste Collection Survey

63	Not read as yet	3/10/2016 5:53 PM
64	I did not know	3/10/2016 3:52 PM
65	No significant requirement.	3/10/2016 3:50 PM
66	Did not like the idea, preferred the old method.	3/8/2016 2:09 PM
67	Did not like the idea of the experience	3/8/2016 1:47 PM
68	Service will not pick up items more than 2 m long	3/8/2016 1:40 PM
69	See next answer	3/1/2016 8:29 PM
70	Because I arrived one year ago.	2/24/2016 10:43 AM
71	Not needed yet	2/24/2016 8:22 AM
72	Not needed yet	2/22/2016 4:39 PM
73	Haven't got around to it yet	2/22/2016 10:21 AM
74	I don't know informations about the service.	2/22/2016 8:21 AM
75	We don't know how to book and how much it cost.	2/20/2016 6:46 PM
76	Missed it	2/19/2016 1:18 PM
77	Had to wait to long for collection date	2/19/2016 11:10 AM
78	I called and was told the next collection was in 5 weeks time. Didn't want to wait that long....	2/19/2016 9:34 AM
79	not sure what this means	2/17/2016 10:44 AM
80	Didn't know about it!	2/16/2016 10:38 AM
81	Booked early Jan 2016	2/16/2016 10:33 AM
82	Will when need to	2/12/2016 6:43 PM
83	I just leave furniture and other items in the backyard until the rain makes them pliable enough to break up and put in the red bin. I don't really want to cause any fuss and booking means I have to dedicate time to prepare, rather than knowing when the collection will be any preparing for that	2/12/2016 9:09 AM
84	Items too hard to manage for us pensioners on our own	2/10/2016 12:32 PM
85	Its extra effort for people to look up the phone number to make a call. It doesn't provide options for unit/apartment complexes as there so many more people/residences but you consider us one property. So we only get two pickups a year for 10 apartments. One has already been used by another apartment. How is that fair. We have no consultation in this.	2/7/2016 1:19 AM
86	No need	2/3/2016 11:45 AM
87	Did not realise that I could use it that late as I thought it was out of date.	2/3/2016 7:52 AM
88	Did not have waste prepared	1/29/2016 2:26 PM
89	Whenever I need help I always ring the friendly staff at the council	1/27/2016 3:15 PM
90	No other items to be discarded at this stage.	1/22/2016 12:01 PM
91	Not sure what this means	1/22/2016 7:54 AM
92	Complicated process and low level of detail re collection date	1/20/2016 7:51 AM
93	you previously surveyed your area and if I remember correctly the majority of people preferred an annual collection. why have you ignored this preference?	1/19/2016 3:23 PM
94	It was my agent requesting booking for my unit	1/13/2016 3:24 PM
95	Bookings made by Village Manager	1/11/2016 3:55 PM
96	Moving house and the next collection date is four weeks away. Unfortunately we are leaving before then, I find this service pretty poor, four weeks seems a little excessive.	1/4/2016 2:56 PM

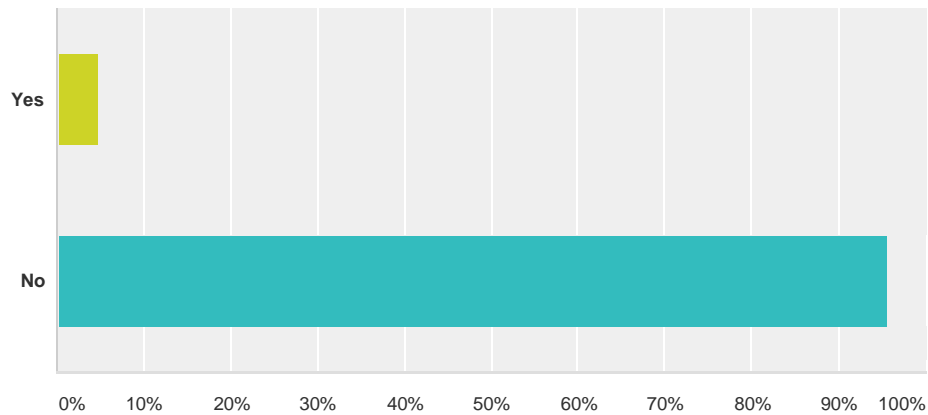
At-Call Hard Waste Collection Survey

97	Did not know about service	12/22/2015 2:23 PM
98	I tried to book this service for the kindergarten but was told I was not able to do so as the kindy was not a household and therefore not entitled to book a service for pickup.	12/21/2015 6:09 PM
99	I did but it was never confirmed after 6+ weeks	12/14/2015 7:04 AM
100	No Rubbish	12/9/2015 3:39 PM
101	I have no waste	12/8/2015 3:00 PM
102	It was booked. do not know about a voucher	12/5/2015 2:40 PM
103	not needed	12/2/2015 11:43 AM
104	As a household, we recycle just about everything and therefore have very little waste. What we do have are items that can be reused by someone else, eg hose reels, small cupboard, and other small items. There is nothing wrong with them, we just don't use them anymore.. With the previous hard waste collection we'd put our few items on the footpath and somebody would take them, they never stayed on the footpath long enough to be picked up by the hard waste people. Now, with the new 'on demand' system, we just don't have enough to ask for a collection, and we don't want to throw the few items away, or put them in the wheelie bin. We can't put them on the footpath to be taken by neighbours because we'll get a fine. The 'on demand' system suits households that generate waste, but not us. We feel that we're being disadvantaged with the new system.	11/26/2015 2:39 PM
105	The extremely long waiting time. Will probably have to do numerous trips to the dump at our expense.	11/23/2015 4:13 PM
106	We wanted to take advantage of the service	11/18/2015 8:57 AM
107	Did not know had to book	11/17/2015 12:13 PM
108	Because there was a minimum 6 week wait with the next available appointment landing Dec 29th when I am holidays.	11/13/2015 3:03 PM
109	Booked by landlord	11/11/2015 11:47 AM
110	Not yet will use	11/11/2015 11:39 AM
111	wanted rubbish gone by weekend (for party)	11/4/2015 11:28 AM
112	Only had some smaller bits and pieces	10/29/2015 9:14 AM
113	N/A	10/16/2015 9:47 PM
114	will need to use the service	10/16/2015 1:34 PM
115	This trial will not work for house holds like mine. Horders can be encouraged to clean up once per year but my horder WILL NOT agree to any date once month ahead with this new system. My fear is that cleaning up will now be put off forever.	10/8/2015 12:43 AM
116	I originally did book a service but cancelled it. As we were told can only put out waste 12 hours before Friday's pick up date. How can we put out anything if we work on the day before ? It doesn't leave much time after 6-00pm to get it all out. If we did put anything out before time frame, we would've been fined !!	10/6/2015 3:40 PM
117	N/A	10/1/2015 5:09 PM
118	Test request	9/24/2015 12:44 PM
119	Although I'd like it gone, the amount of hard waste I have is too small.	9/19/2015 12:01 AM
120	It good to have a month when it collect this been going for years so people know when hard waste is coming	9/17/2015 4:44 PM

At-Call Hard Waste Collection Survey

Q13 Did you use a waste voucher instead of a booked collection service?

Answered: 745 Skipped: 850



Answer Choices	Responses
Yes	4.56% 34
No	95.44% 711
Total	745

#	Reason(s)	Date
1	I don't know what a waste voucher is - where do i find out about it?.	8/26/2016 4:33 PM
2	I already phoned and asked about the service available and the girl arranged it.	8/24/2016 2:20 PM
3	I used a booked collection service.	8/19/2016 5:35 PM
4	Didn't have one.	8/18/2016 2:31 PM
5	Didn't know about it	8/18/2016 12:22 PM
6	Not required.	8/16/2016 2:11 PM
7	Booked collection and then received the waste voucher	8/15/2016 9:59 AM
8	Not received as yet, only booked for 27/7/16.	8/3/2016 4:07 PM
9	not sure what this is	8/1/2016 9:29 AM
10	I did not have a waste voucher	7/31/2016 1:06 PM
11	As above	7/29/2016 1:28 AM
12	Only knew of booked collection service	7/28/2016 11:21 PM
13	Unaware of the voucher	7/26/2016 10:57 AM
14	What do you mean? Too confusing	7/21/2016 10:51 AM
15	Building materials - It suited me when to dispose of this waste	7/18/2016 4:52 PM
16	Didn't get a voucher	7/15/2016 3:14 PM
17	Booked the service	7/14/2016 2:52 PM
18	Unable to get items to the dump	7/11/2016 11:36 AM
19	Have used waste voucher in past but this time discovered can book online so much easier.	7/8/2016 6:28 PM

At-Call Hard Waste Collection Survey

20	Do not have easy access to a large enough vehicle for being able to get larger waste items to the transfer station.	7/5/2016 12:32 PM
21	Did not get a voucher	7/5/2016 12:07 PM
22	Voucher used at the dump due to materials being disposed of - Clean Fill Green etc	7/5/2016 12:03 PM
23	Don't have one and never heard of them	7/5/2016 7:10 AM
24	What voucher?.	6/29/2016 11:44 AM
25	Only a small amount of waste.	6/24/2016 12:44 PM
26	Not sure what the waste voucher is. Did not use	6/23/2016 9:55 AM
27	easier to have stuff collected at home...	6/21/2016 5:30 PM
28	Don't know what a waste voucher is?	6/15/2016 11:05 AM
29	don't have a trailer	6/11/2016 5:56 PM
30	Is difficult for me to lift and transport hard waste items so is much better for me to have kerbside pickup but would use voucher in future if possible.	6/10/2016 11:51 AM
31	What is a waste voucher?	6/10/2016 10:01 AM
32	I don't know what a wast voucher is.	6/2/2016 11:10 AM
33	I have got rid of all my rubbish with todays pickup	6/1/2016 5:29 PM
34	Did not have a "waste voucher"	6/1/2016 12:20 PM
35	No aware of a hard waste voucher	6/1/2016 11:54 AM
36	Did not have one	6/1/2016 11:41 AM
37	Not sure just emailed a booking.	6/1/2016 11:39 AM
38	Don't know what a waste voucher is	5/30/2016 5:50 PM
39	The one day of the year method was better	5/28/2016 9:08 PM
40	I thought you could only use a booked collection service. I had no idea about the waste	5/24/2016 10:35 PM
41	didnt know they existed	5/18/2016 9:16 PM
42	Not this time - maybe next time, as may have to dispose of larger items	5/16/2016 4:48 PM
43	No trailer to go to dump. A friend collects metal and took rainwater tank away for us. How would old people cope in this situation?. Or people with no licence?	5/16/2016 3:55 PM
44	Do not know what a "waste voucher" is.	5/16/2016 3:32 PM
45	I prefer to book for collection.	5/16/2016 3:15 PM
46	See above	5/16/2016 3:09 PM
47	limited amount of materials to dispose of. This varies from year to year.	5/16/2016 2:52 PM
48	Not enough waste.	5/15/2016 10:16 PM
49	N/A - Req qu 6.	5/14/2016 1:04 AM
50	Not aware of this option	5/13/2016 9:19 PM
51	I don't know what a waste voucher is?!	5/12/2016 2:34 PM
52	As above	5/10/2016 11:00 AM
53	Not sure what my neighbour booked	5/9/2016 10:12 PM
54	But have used it for "special rubbish"	5/9/2016 2:52 PM
55	Difficulty in transferring waste to depot	5/8/2016 4:45 PM
56	Because i did not know that there was a voucher.	5/4/2016 7:35 PM
57	Don't know about them.	5/4/2016 4:59 PM

At-Call Hard Waste Collection Survey

58	What is a waste voucher?.	5/4/2016 11:20 AM
59	No Transport Means	5/4/2016 10:54 AM
60	Not sure about this section	4/29/2016 12:20 PM
61	Havent got any	4/27/2016 5:16 PM
62	Don't know about it.	4/27/2016 5:11 PM
63	What is a waste voucher?	4/27/2016 10:49 AM
64	Thank you its a great service to have.	4/27/2016 10:46 AM
65	Don't understand reference to waste voucher	4/22/2016 11:50 AM
66	Not sure what this is.	4/22/2016 11:48 AM
67	As above	4/19/2016 4:40 PM
68	What is a waste voucher?	4/19/2016 3:19 PM
69	Did not know they had one, however no towbar so could not use it anyway.	4/19/2016 3:16 PM
70	Didn't have one	4/15/2016 5:53 PM
71	I had no vouchers.	4/15/2016 5:21 PM
72	Easy to book and have rubbish picked up then going into the council to pick up a voucher and taking rubbish to the dump.	4/15/2016 12:01 PM
73	Can not get the rubbish to the dump	4/5/2016 11:08 PM
74	Don't know what a waste voucher is	4/5/2016 3:11 PM
75	dont know what is waste voucher	4/4/2016 5:41 PM
76	No trailer	4/4/2016 12:05 PM
77	I don't know what a waste voucher is	3/30/2016 10:31 PM
78	What is a waste voucher??	3/29/2016 4:10 PM
79	I like to do things the right way	3/29/2016 3:43 PM
80	A waste voucher was not offered.	3/29/2016 3:38 PM
81	I will use the voucher in future, that sounds like a great initiative.	3/29/2016 11:00 AM
82	Not sure what this is.	3/24/2016 2:11 PM
83	I don't know about waste voucher	3/23/2016 2:19 PM
84	Did not have one	3/23/2016 2:14 PM
85	Don't know what a waste voucher is	3/23/2016 2:10 PM
86	As above in section 3	3/23/2016 2:08 PM
87	I don't remember what the voucher was about.	3/23/2016 2:03 PM
88	Did not have one	3/19/2016 10:37 AM
89	easier to put the rubbish on the kerbside	3/18/2016 10:10 PM
90	To get my stuff away	3/18/2016 10:49 AM
91	Don't know what a waste voucher is	3/18/2016 10:34 AM
92	No reason	3/17/2016 12:45 PM
93	nothing to pickup.	3/16/2016 3:23 PM
94	Did not have a voucher.	3/16/2016 2:31 PM
95	What is a waste voucher?	3/16/2016 11:37 AM
96	haven't used voucher but probably will by 30 September	3/15/2016 4:43 PM
97	Don't have a trailer. Will need to hire a ute or car with tow bar and trailer	3/15/2016 4:19 PM

At-Call Hard Waste Collection Survey

98	Don't know what a waste voucher is	3/15/2016 1:49 PM
99	I just rang and booked for Hard Rubbish no idea what the waste voucher is	3/15/2016 1:46 PM
100	Did not receive a voucher	3/13/2016 6:56 PM
101	Not yet	3/11/2016 9:41 AM
102	We did not receive waste voucher	3/11/2016 9:32 AM
103	We did this last year when we had a lot of waste to get rid of , paint tins, oil etc	3/11/2016 9:19 AM
104	Don't know what a waste voucher is.	3/11/2016 9:01 AM
105	Will be though as I need to dispose of Rubble etc	3/11/2016 8:56 AM
106	I just rang the number to book a collection. I do not have a voucher or know where to get one.	3/9/2016 3:29 PM
107	I haven't used a voucher to date.	3/8/2016 2:09 PM
108	Don't recall receiving a waste voucher.	3/8/2016 1:47 PM
109	Not offered	3/8/2016 1:40 PM
110	i just call for remove the hardwaste item	3/4/2016 7:37 AM
111	More flexible timing	3/1/2016 8:29 PM
112	Not aware of waste voucher	2/29/2016 1:43 PM
113	I never had a waste voucher - I was not informed about the trial period and the change in hard rubbish collection I found out when I phoned the council.	2/26/2016 4:13 PM
114	Not sure what a waste voucher is?.	2/25/2016 8:35 AM
115	What is a "waste voucher"	2/24/2016 11:01 AM
116	Did not know about voucher	2/24/2016 10:56 AM
117	Not aware of waste voucher procedure/service	2/24/2016 10:52 AM
118	it is my first time of hard waste collection	2/24/2016 10:43 AM
119	What is this??	2/24/2016 9:12 AM
120	I don't know anything about the vouchers	2/22/2016 4:39 PM
121	I haven't receive voucher	2/20/2016 6:46 PM
122	Don't know about that	2/19/2016 11:10 AM
123	Didn't know the waste vouchers were available. If I did I would have used one.	2/19/2016 9:34 AM
124	Don't even know what a waste voucher is	2/19/2016 9:23 AM
125	?	2/17/2016 10:44 AM
126	Not needed	2/16/2016 12:29 PM
127	The wording on the green sticker was for both the hard waste and for booking in the future	2/16/2016 12:22 PM
128	Didn't have a waste voucher	2/16/2016 12:20 PM
129	Never offered one	2/10/2016 8:57 AM
130	Used the voucher on the 30-01-16	2/9/2016 2:17 PM
131	didnt know about a waste voucher	2/8/2016 7:41 AM
132	What waste voucher?	2/4/2016 3:09 PM
133	Didn't know about it	2/4/2016 2:15 PM
134	Didn't have one	2/3/2016 10:53 AM
135	Did not have a waste voucher	2/3/2016 7:45 AM
136	Unaware of this service	2/2/2016 3:39 PM

At-Call Hard Waste Collection Survey

137	Rand and booked	1/29/2016 2:26 PM
138	Didn't know about this voucher.	1/27/2016 3:36 PM
139	Whats this	1/27/2016 3:34 PM
140	My outdoor table was glass, glass quite heavy to move in a box	1/27/2016 3:15 PM
141	What is a waste voucher?	1/27/2016 2:53 PM
142	There was only one green sticker	1/27/2016 2:48 PM
143	Did not receive voucher!.	1/27/2016 10:01 AM
144	Did not know about waste voucher	1/22/2016 12:03 PM
145	As above	1/22/2016 7:54 AM
146	Hadn't heard of a "waste voucher"	1/22/2016 7:41 AM
147	What is a waste voucher?	1/20/2016 10:43 AM
148	Did not know I had too.	1/20/2016 7:56 AM
149	No means of transporting to waste transfer station	1/20/2016 7:51 AM
150	Did not know about it	1/15/2016 12:49 PM
151	Do not know what a waste voucher is - do not recall reading anything about one when booking.	1/15/2016 12:41 PM
152	I got one voucher from council but didn't find time to take to the depot.	1/14/2016 1:45 PM
153	Do not know what this is.	1/14/2016 1:34 PM
154	I was prevented from using this by the WT council staff even though I had been given permission earlier in the week.	1/13/2016 3:30 PM
155	Do not have a "waste voucher"	1/12/2016 2:40 PM
156	Used both - voucher and booked collection	1/11/2016 3:58 PM
157	Don't know what it is.	1/8/2016 1:19 PM
158	Don't know what a waste voucher is.	1/7/2016 11:01 AM
159	Don't know what a waste voucher is	1/5/2016 9:50 AM
160	easier to book via computer or call	1/5/2016 9:01 AM
161	What is a waste collection	1/5/2016 8:57 AM
162	Was not aware of voucher.	12/30/2015 3:55 PM
163	Not yet	12/30/2015 3:45 PM
164	Not yet anyway	12/30/2015 3:43 PM
165	I used the label provided. I had no waste voucher provided.	12/24/2015 8:37 AM
166	Rang to order a waste voucher but was told could only use voucher for green waste - I had carpet & furniture. Had to unload trailer to put waste out. Extra handling - bit surprised	12/22/2015 2:52 PM
167	What is a waste voucher?. Only found out about change of hard waste via someone at bowls, never received brochure, that he received.	12/22/2015 2:26 PM
168	Did not know a waste voucher existed until this survey.	12/22/2015 12:39 PM
169	Was unable to do this as we were not a household.	12/21/2015 6:09 PM
170	But happy to next time	12/17/2015 11:49 AM
171	Pensioner don't have access to a trailer	12/16/2015 2:28 PM
172	Did book the service but I don't know anything about the voucher.	12/16/2015 2:25 PM
173	Not yet	12/15/2015 10:51 AM

At-Call Hard Waste Collection Survey

174	I haven't heard of a waste voucher. I don't know what it is?	12/15/2015 10:47 AM
175	I used the phone	12/15/2015 10:30 AM
176	Don't know what a waste voucher is	12/15/2015 10:21 AM
177	Did not know about them them - was not aware I could	12/15/2015 10:06 AM
178	What do you mean by a waste voucher	12/15/2015 10:03 AM
179	couldn't figure out how to do this	12/14/2015 7:04 AM
180	There was no waste voucher	12/11/2015 8:46 AM
181	Did not have a waste voucher.Do not know what a waste voucher is.	12/10/2015 3:39 PM
182	I don't know what a voucher is	12/10/2015 3:38 PM
183	Didn't receive one	12/10/2015 3:11 PM
184	Not yet, I may do later on, but I lack adequate transport just have a hatchback car.	12/10/2015 3:08 PM
185	pre book	12/10/2015 11:58 AM
186	Don't know what a waste voucher is!.	12/9/2015 3:30 PM
187	Didn't receive one	12/9/2015 3:22 PM
188	Will probably use this later	12/9/2015 3:19 PM
189	never received the voucher	12/4/2015 12:29 PM
190	Did not know a waste voucher was available	12/3/2015 11:23 AM
191	A voucher was not issued	12/3/2015 11:16 AM
192	easier to do the booked collection saves having to get a trailer to transport the rubbish	12/2/2015 11:43 AM
193	The lady said not to worry you have been booed in	12/2/2015 8:18 AM
194	Didn't know it existed!	12/1/2015 3:56 PM
195	Did not receive one	11/24/2015 12:45 PM
196	No idea what this is????? Never heard of this.	11/23/2015 4:13 PM
197	Not yet but will.	11/18/2015 1:56 PM
198	What's that?	11/18/2015 1:47 PM
199	What's that	11/18/2015 1:45 PM
200	Don't know what's waste voucher.	11/18/2015 11:10 AM
201	I used both	11/18/2015 10:57 AM
202	What waste voucher?	11/18/2015 10:51 AM
203	Did not have one	11/18/2015 8:49 AM
204	Didn't have one	11/17/2015 1:28 PM
205	No was not aware of any voucher	11/17/2015 12:29 PM
206	Not yet will at some point	11/13/2015 7:52 AM
207	Not sure what this is?	11/13/2015 7:47 AM
208	Used booked collection service	11/12/2015 8:30 AM
209	Don't know what this is?	11/11/2015 11:52 AM
210	Don't know what the voucher looks like	11/11/2015 11:37 AM
211	What is this waste voucher?	11/10/2015 3:31 PM
212	What is a waste voucher?	11/6/2015 6:33 PM
213	I think your terms don't match. I booked a pickup and got a sticker in the mail.	11/6/2015 3:43 PM

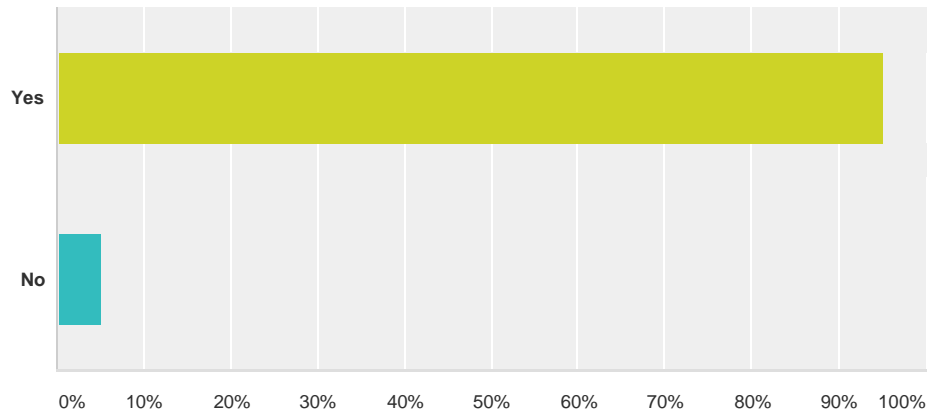
At-Call Hard Waste Collection Survey

214	Not sure about voucher	11/6/2015 3:18 PM
215	Booked service was preferred	11/6/2015 2:20 PM
216	I used both	11/6/2015 2:18 PM
217	To be used for uncollected items til 9 November 2015	11/4/2015 12:40 PM
218	Haven't used yet but will soon	11/3/2015 2:15 PM
219	I booked	11/3/2015 1:55 PM
220	Found booked collection convenient and didn't have a voucher	10/30/2015 1:58 PM
221	Don't know what this is?	10/30/2015 1:47 PM
222	Did not have one	10/30/2015 1:40 PM
223	Did not have a waste voucher	10/29/2015 2:49 PM
224	Was not aware of a waste voucher???	10/29/2015 11:56 AM
225	Did not get voucher	10/29/2015 9:22 AM
226	Do not like the "at call" service	10/29/2015 9:14 AM
227	I was not aware of waste voucher	10/28/2015 4:53 PM
228	Didn't know there is a waste voucher. Where can I get it next time?.	10/27/2015 1:14 PM
229	Not enough waste	10/23/2015 3:15 PM
230	Not sure what this is	10/22/2015 12:50 PM
231	I was not aware you could get a hard waste voucher, and there wasn't anything in the documents sent to me about it	10/21/2015 5:08 PM
232	I wasn't aware of the service	10/21/2015 4:40 PM
233	Did not receive	10/21/2015 4:33 PM
234	What voucher?. Does it exist?. I was told to phone Solo to book it in.	10/21/2015 12:42 PM
235	Voucher not received (my fault)	10/21/2015 9:51 AM
236	easier to book	10/19/2015 6:42 PM
237	Not sure what you mean by voucher	10/16/2015 1:55 PM
238	I will need to use a voucher soon	10/16/2015 1:34 PM
239	lots of stuff to throw out	10/16/2015 10:09 AM
240	Both of them	10/16/2015 9:54 AM
241	Not sure what a waste voucher is	10/16/2015 9:13 AM
242	Did not receive a voucher	10/15/2015 5:12 PM
243	What is a waste voucher?	10/12/2015 9:41 AM
244	Booked collection is easier for us	10/12/2015 9:26 AM
245	waste voucher doesn't work unless you have someone able to drive a trailer	10/8/2015 12:43 AM
246	I don't even know what a 'waste voucher' is. Perhaps it might be helpful if residents were advised what this is and how it might be used?	9/19/2015 12:01 AM

At-Call Hard Waste Collection Survey

Q14 Would you consider booking a hard waste collection service in the future?

Answered: 999 Skipped: 596



Answer Choices	Responses
Yes	94.89% 948
No	5.11% 51
Total	999

#	Reason(s)	Date
1	Fantastic to ave a good clean out and move.	8/31/2016 4:15 PM
2	I don't have time to stuff around I would rather just put it out yearly	8/27/2016 10:06 AM
3	The service was excellent. I would like to use it again - but not sure if i can have another before end of trial?.	8/26/2016 4:33 PM
4	Because I needed some help, I am 86 years old I am vision impaired, so I am very grateful.	8/24/2016 2:24 PM
5	This is a very necessary service to be available to the household	8/24/2016 2:20 PM
6	It was easy - I telephoned - you gave me a day - the pikc up service was picking up @ 8:00 am on the given day.	8/19/2016 5:35 PM
7	Available when needed. Much better than everybody putting their hard waste out at the same time.	8/18/2016 2:31 PM
8	It's a great service	8/18/2016 12:22 PM
9	A useful service	8/16/2016 2:11 PM
10	It is very convenient.	8/16/2016 12:45 PM
11	Efficient service organised. Left the waste outside the house and when I returned home from work it was gone.	8/15/2016 5:23 PM
12	They are very fussy about the length of old galvanised iron fencing you can leave out.	8/15/2016 10:02 AM
13	Getting rid of hard waste	8/15/2016 9:59 AM
14	Great Service.	8/9/2016 10:23 AM
15	Very happy with service	8/9/2016 10:11 AM
16	Provide information about what to do with items that will not be collected online. Provided alternatives for items not collected by the booking system.	8/5/2016 4:58 PM

At-Call Hard Waste Collection Survey

17	Being elderly it's a convenient way of disposing rubbish	8/4/2016 12:19 PM
18	Very good service	8/4/2016 12:17 PM
19	I was not present for collection.	8/3/2016 4:14 PM
20	Especially since it was almost an instant happening.	8/3/2016 4:12 PM
21	Because we like the services, plus don't like putting or dumping on the footpath and getting a	8/3/2016 4:04 PM
22	convenient, quick and easy and fits my timetable and schedule	8/1/2016 9:29 AM
23	It is convenient for the time being.	7/31/2016 1:06 PM
24	I have a washing machine. .. to go	7/29/2016 1:28 AM
25	It's wonderful to have 2 opportunities a year for rubbish to be collected when I need it done (which I was used to in my former Council area) rather than an often inconvenient date set for everyone.	7/28/2016 11:21 PM
26	Because UR service is good 2 me Thank U	7/27/2016 12:34 PM
27	Handy	7/26/2016 10:57 AM
28	This at call service discourages people from de cluttering their homes. Most of my neighbours/ family/friends prefer dedicated day to put their annual hard waste on the footpath. This system only encourages more illegal dumping and save the council money as not many people use the at call service	7/21/2016 11:02 AM
29	Yes, excellent service, instead of 1 day annually (people sorting through goods - not good)	7/21/2016 10:58 AM
30	Why not	7/21/2016 10:51 AM
31	Yes it is an ideal way of to get rid of larger items that cannot fit in the bins	7/21/2016 10:48 AM
32	Some items can be collected this way	7/18/2016 4:52 PM
33	The service was good. The waste pick up people were very good and left the verge alongside the footpath.	7/14/2016 2:52 PM
34	Found the service to be very efficient , we put out our collection the night before and it was gone very early next morning. Saves the unsightly look of rubbish lying around on the verge for days and even weeks and scavengers going through it.	7/14/2016 10:26 AM
35	Easy and convenient	7/11/2016 4:36 PM
36	Have item (a chair-lounge) to dump unable to get items out of the unit to put on the roadside	7/11/2016 11:36 AM
37	I support the booked collection, it's more convenient to dispose the waste as soon as possible than having to wait for yearly collection	7/11/2016 11:29 AM
38	Having an at call service which collects from your doorstep is an excellent service that perfectly suits when the resident needs this.	7/5/2016 12:32 PM
39	Good Idea	7/5/2016 12:07 PM
40	We don't own a trailer, therefore it is an excellent service for large items. Trailer hire is \$45 - Half day hire.	7/5/2016 12:03 PM
41	Yes it's a very good way to get rid of your collected junk, a very good service	7/5/2016 11:58 AM
42	I am about to have some large items to dispose of	7/5/2016 7:10 AM
43	Easy to do. Can be used when required not a set period	6/29/2016 11:39 AM
44	Excellent and useful service, and better organised than previous methods	6/29/2016 11:34 AM
45	You know exactly when you are coming and it doesn't sit there for days	6/28/2016 11:36 AM
46	Because it much easier	6/28/2016 11:33 AM
47	The waste collection service was excellent. Being older it was a great help to have things carried out.	6/24/2016 4:02 PM

At-Call Hard Waste Collection Survey

48	Very convenient and well organised way to dispose of household waste.	6/24/2016 12:44 PM
49	Every household sometimes has hard rubbish. If it's the only way to have it removed of course I would use it! Dumb question	6/23/2016 4:51 AM
50	very easy	6/23/2016 12:59 AM
51	for sure,,, its so easy to use	6/21/2016 5:30 PM
52	Excess stuff accumulates. I have no other way to dispose of it.	6/15/2016 11:07 AM
53	Helps to keep property clean and free of clutter	6/15/2016 11:05 AM
54	If that is the only option	6/11/2016 5:56 PM
55	Efficient Service	6/10/2016 6:00 PM
56	It is really convenient.	6/10/2016 11:51 AM
57	To get rid of my stuff	6/10/2016 10:01 AM
58	Cause its a good service	6/8/2016 2:58 PM
59	Very convenient Little fuss Excellent service	6/8/2016 2:52 PM
60	It was easy to call and book and the rubbish was taken on the date it was booked. It all worked out well.	6/7/2016 12:53 PM
61	Good way to get rid of junk.	6/2/2016 11:10 AM
62	Not with City of West Torrens as I have moved, but if new Council offers this service then I would use it.	6/1/2016 3:00 PM
63	It is very convenient for me to use this collection service.	6/1/2016 12:17 PM
64	More efficient to book for a hard waste collection service when I need one. Would use a waste voucher now that I know there is one.	6/1/2016 11:54 AM
65	Waste collected on time	6/1/2016 11:41 AM
66	Convenience	6/1/2016 11:10 AM
67	Maintains a lot cleaner, healthier & pleasant kerbside verge than an annual all in date for entire suburbs.	5/31/2016 2:45 PM
68	both myself and my neighbors are starting to have a lot of rubbish.	5/28/2016 9:08 PM
69	except for the printer being out of ink the one we made up seem to be okay.	5/28/2016 2:08 PM
70	Most definitely, its much appreciated when all you have to do is pop it at the front of your house and somebody comes and gets it for free.	5/24/2016 10:35 PM
71	Fast and efficient, excellent customer service.	5/23/2016 9:14 AM
72	I don't think it is as environmentally friendly as the annual pick up because you have fewer people coming around to pick through your things.	5/18/2016 9:16 PM
73	Don't need to. got rid of all my hard waste in previous years	5/16/2016 4:51 PM
74	Good info and good service Much better than old system when everything was strewn all over pavement and road plus people from other areas adding their rubbish.	5/16/2016 3:55 PM
75	Because I have not a vehicle to take to dumping place	5/16/2016 3:42 PM
76	I prefer the old system of collecting rubbish- hard waste as it gives enough time for recyclists to go through and retrieve the good bits. I think that is preferable in our current throw away society.	5/16/2016 3:18 PM
77	Convienient	5/16/2016 3:09 PM
78	Convenient way of disposing of rubbish	5/16/2016 2:52 PM
79	It was quick, efficient and easy to do.	5/16/2016 2:43 PM
80	It worked well. Able to put rubbish out late the night before and no one came and went through the rubbish	5/16/2016 2:40 PM

At-Call Hard Waste Collection Survey

81	If I had a lot to get rid of.	5/15/2016 10:16 PM
82	Works well	5/15/2016 9:35 PM
83	I would prefer set day each year	5/13/2016 9:19 PM
84	Convenient and great service	5/12/2016 2:34 PM
85	We are clearing our mothers home that she lived in for about 63 years! You can imagine the stuff. Could do with more than 2 collections.	5/12/2016 1:55 PM
86	Provides a better service. Now convenient to resident as opposed to previous situation of having a set date which meant I was never able to utilize service as I was away for work.	5/10/2016 11:00 AM
87	I liked the idea that not people came around and cut the cords off things, scattered rubbish everywhere. It is frustrating when these people make that mess and we have to clean it up.	5/9/2016 10:12 PM
88	When given a date you go through things you have put aside and clear out the shed or whatever but to ring and make a date you have to have a clean out first then have it hanging around.	5/9/2016 2:52 PM
89	See 6 above.	5/8/2016 4:45 PM
90	If the "trial" goes ahead and that is how it will be done.. / ? Voted in..... I'll have no other option!!!	5/8/2016 3:13 PM
91	1. Booking was quickly done online. 2. I was informed of the collection date and time quickly. 3. The waste was collected as I was informed	5/7/2016 11:32 PM
92	Because was very well organized, well informed and it was collect on the day. Thanks.	5/4/2016 7:35 PM
93	Much better than the annual collection	5/4/2016 4:59 PM
94	Having now used it once, it seems to have worked well.	5/4/2016 11:20 AM
95	Convenient	5/4/2016 10:54 AM
96	Service efficient but maybe the time from booking to collection could be reduced	5/2/2016 11:49 PM
97	Very efficient, i don't need to rely on someone with a trailer, and being able to book a date that suits me instead of having to ensure i have things ready for a date for the whole suburb is much better. The streets are also much cleaner with at call services rather than a designated time for the whole neighbourhood.	4/28/2016 11:40 AM
98	So easy in every way and efficient. I don't have a tow bar or a trailer so huge help to me.	4/27/2016 5:11 PM
99	Because I was able to put items out knowing that it was able to be collected next day.	4/27/2016 11:00 AM
100	This is my second booking	4/27/2016 10:54 AM
101	The service was prompt - I would recommend it	4/22/2016 3:57 PM
102	Very easy to arrange. Very satisfied with the service.	4/22/2016 11:48 AM
103	In my opinion individual bookings are better as in the past once a year people took advantage of the rubbish with anything valuable. I think the proceeds should belong to council in the rubbish collection.	4/19/2016 5:02 PM
104	Mainly just for fridges and washing machines	4/19/2016 4:57 PM
105	To get rid of old rubbish	4/19/2016 4:43 PM
106	If I have enough hard waste to warrant it.	4/19/2016 4:34 PM
107	Junk keeps piling up	4/19/2016 4:19 PM
108	Only if I could be sure it would be picked up in a week.	4/19/2016 3:16 PM
109	Rather go back the old way	4/19/2016 3:13 PM
110	Very good service.	4/19/2016 3:11 PM
111	Good service, don't have to wait till September each year. Better option with my view.	4/15/2016 5:15 PM

At-Call Hard Waste Collection Survey

112	Just keeps piling up	4/15/2016 3:50 PM
113	Very easy to use rather than having to hire a vehicle to take items to the dump	4/15/2016 2:43 PM
114	It was really easy and I could book when I was ready for the rubbish to be picked up - I never managed to be ready in time for the annual hard rubbish day.	4/15/2016 12:01 PM
115	Good service	4/11/2016 8:22 PM
116	The collection of hard waste seems to be working quite efficiently. Thank you.	4/7/2016 1:54 PM
117	Convenient	4/7/2016 1:50 PM
118	It was easy, plus we did not have our hard waste spread all over the nature strip from drive by profiteers. which was always the problem with mass pick ups.	4/6/2016 6:59 PM
119	I believe I will have a need in the future.	4/5/2016 11:08 PM
120	Need to use hard refuse.	4/5/2016 9:02 PM
121	If you live in a home where there is always had to dispose of items	4/5/2016 3:20 PM
122	It's practical and house focused.	4/4/2016 7:21 AM
123	Sure. Hard waste is an important rubbish service and I don't have many alternatives.	4/3/2016 10:27 AM
124	I like that it was collected on the booking day. Not like before when it would sit out the front for a couple of days	4/1/2016 5:01 PM
125	Avoids disturbance of waste by other persons as well as avoiding articles being strewn over footpath and verge	3/31/2016 1:05 PM
126	Easy to book, great service, simple and safe rules. Really helpful way to remove our "junk"	3/31/2016 11:29 AM
127	It makes things easier and gives you a lot of time to work out what you need to throw out	3/31/2016 11:26 AM
128	Booking is easy. Collection is on time. Can book twice in a year.	3/31/2016 11:21 AM
129	It's really good to have the hard waste day when I need it, instead of only once every 6 months.	3/30/2016 10:31 PM
130	Most definitely. Not an option to take hard waste to tip. Would have no way of getting there.	3/30/2016 3:07 PM
131	Worked well	3/29/2016 5:02 PM
132	I would prefer to have a bi-annual kerbside collection for all residents - we help each other to carry out heavy items.	3/29/2016 4:10 PM
133	I think it is a good way because the street is not clogged up with rubbish	3/29/2016 3:43 PM
134	Good fast easy and competent system.	3/29/2016 3:38 PM
135	I would like to express my concern at the on call hard waste collection. Since it has been going, there has consistently been hardwaste in the area, both approved, and not approved. The area in general looks disheveled, and poorly maintained. The rubbish gets sorted through, and ends up in roadways. And illegal dumping appears to have spiked.	3/29/2016 11:00 AM
136	Worry free disposal of unwanted goods.	3/29/2016 8:56 AM
137	Perhaps if neighbours had additional items.	3/24/2016 2:11 PM
138	Definitely a great idea, stops the street looking like a war zone	3/24/2016 2:05 PM
139	Additional items to go out after a reservation.	3/24/2016 2:02 PM
140	Good service from Council.	3/23/2016 2:19 PM
141	Great service	3/23/2016 2:14 PM
142	Great Idea	3/23/2016 2:05 PM
143	If it was the only choice.	3/23/2016 2:03 PM
144	To remove unwanted clutter from the house and yard.	3/22/2016 8:54 AM
145	The only way to get rid off hard waste	3/21/2016 6:42 PM

At-Call Hard Waste Collection Survey

146	Excellent service to clear large waste	3/19/2016 10:37 AM
147	because there is no other option. I preferred ward by ward hard rubbish	3/18/2016 10:10 PM
148	To stop hard rubbish on the street and on the ovals and parks	3/18/2016 10:49 AM
149	No rush, slowly gather together the items, when ready organise a pic up. Makes the street less untidy less chance of scavengers.	3/18/2016 10:45 AM
150	Very convenient.	3/18/2016 10:42 AM
151	If I had hard rubbish to get rid of I like the idea of being able to get rid of it at my convenience as I am not always home.	3/18/2016 10:34 AM
152	To enable us to declutter our home without the big expense of ordering skip bins	3/18/2016 10:31 AM
153	It is an excellent and convenient service and should remain please !	3/16/2016 3:23 PM
154	I think it is good idea not to accumulate rubbish.	3/16/2016 3:23 PM
155	Wasn't ready September , would have had to wait until September again. Good not to have the "rubbish vultures" driving around the area all week.	3/16/2016 3:21 PM
156	Collection made prompt and efficient	3/16/2016 2:31 PM
157	Quick way to get rid of hard waste.	3/15/2016 4:41 PM
158	We have no other option.	3/15/2016 4:19 PM
159	Cause I will need it but would rather have more than 24 hours to put stuff out	3/15/2016 1:46 PM
160	it was very convience	3/13/2016 6:56 PM
161	convenience and focus- allows me to plan and prepare what to gather for collection at my pace and my own deadline	3/11/2016 11:27 AM
162	Service was provided as promised	3/11/2016 9:41 AM
163	Many things are too bulky for the regular rubbish pick up	3/11/2016 9:34 AM
164	A very convenient service. I believe we can use two pickups per financial year. Perfect.	3/11/2016 9:26 AM
165	The service that was provided was extremely excellent.	3/11/2016 9:03 AM
166	Very convenient	3/11/2016 8:54 AM
167	There is no alternative.	3/11/2016 8:22 AM
168	If my waste dictates.	3/10/2016 3:50 PM
169	Half of the waste left for collection was not taken. There is no other option provided for the disposal of hard refuse	3/10/2016 10:46 AM
170	it is very convenient.	3/9/2016 4:04 PM
171	The new system is much better than the old system. There is not so much interference with the items placed on the kerb due to the shorter time frame.	3/9/2016 3:35 PM
172	I preferred the old method, how it used to be organised.	3/8/2016 2:09 PM
173	Do not like the idea.	3/8/2016 1:47 PM
174	If this is how it is to be done then will follow the rules with hard rubbish pick up.	3/3/2016 12:13 PM
175	To stop clutter on our property	3/2/2016 12:08 PM
176	Useful service for bulk collections as we don't have access to utility vehicles or trailers.	3/2/2016 12:06 PM
177	Too lazy to dispose of it myself. Service was amazing!	3/2/2016 12:04 PM
178	Very good service	2/29/2016 1:54 PM
179	Found the service quick and efficient. This method keeps the street tidy, less mess than the yearly pickup	2/29/2016 1:43 PM
180	To clean up back yard.	2/29/2016 1:41 PM
181	It is much quicker and easier than waiting for once a year hard rubbish collection.	2/26/2016 4:06 PM

At-Call Hard Waste Collection Survey

182	good service	2/25/2016 1:00 PM
183	Convenience for us. Could book it for when we were home. Efficiency of the service was very good.	2/25/2016 8:22 AM
184	Practical	2/25/2016 8:15 AM
185	The pick up was professionally done and no mess was left at all	2/24/2016 10:46 AM
186	If I have no received letter to put the hard waste out annually. I will book	2/24/2016 10:43 AM
187	The men were here at 7.30 and finished in less than 20 minutes. No mess, left behind. Very quiet at that time in the morning	2/24/2016 8:30 AM
188	I think it is a great idea to offer people the service twice a year when they need it.	2/24/2016 8:22 AM
189	I can arrange it when convenient	2/22/2016 4:39 PM
190	I have a lot hard ware	2/20/2016 6:46 PM
191	Provided pickup times were more frequent time between booking and collection was too long	2/19/2016 1:15 PM
192	Easiest way to get rid of big things that otherwise need transporting elsewhere	2/19/2016 11:10 AM
193	Have to wait to long old system much better then this!	2/19/2016 9:40 AM
194	If the collection could occur within 7 days of if I could use a voucher at the local transfer station.	2/19/2016 9:34 AM
195	Very quick and easy	2/19/2016 9:30 AM
196	2 cubic metres insufficient	2/19/2016 9:23 AM
197	The hard waste was collected within 24 hours of placing outside	2/19/2016 9:08 AM
198	Much better than communal days. Too many take opportunity to sift through. Leave a mess. At call no mess left.	2/19/2016 9:05 AM
199	so much more convenient to be able to have a clean out when i decide & have the waste taken immediately afterwards...no waiting for a predetermined date to dispose of the unwanted items	2/17/2016 10:44 AM
200	As we are getting older it help us so much.	2/16/2016 12:34 PM
201	It was easy to organise and much better than having hard refuse along the street and people rummaging through it	2/16/2016 12:29 PM
202	See 5 ratings above	2/16/2016 12:27 PM
203	Maybe by then it will be a better service.	2/16/2016 12:18 PM
204	It was easy and convienient	2/16/2016 10:40 AM
205	Most impressed with the prompt service as no hassle with kerbside burglars who frequent normal hard waste collections	2/16/2016 10:33 AM
206	Its convenient as I work long hours	2/12/2016 6:43 PM
207	Quick, efficient and saves time	2/12/2016 2:39 PM
208	It worked well	2/11/2016 10:51 AM
209	It is lovely to clean your house.	2/11/2016 10:31 AM
210	The service was excellent	2/10/2016 10:58 PM
211	Yes people were super efficient	2/10/2016 12:32 PM
212	When and if required.	2/10/2016 12:18 PM
213	Convenient, allows time to get organised and staff are very helpful.	2/10/2016 9:20 AM
214	Have sold premises and moved out.	2/10/2016 8:59 AM
215	We did not enjoy others using our waste rubbish for themselves	2/10/2016 8:52 AM

At-Call Hard Waste Collection Survey

216	No problems, short waiting time for collection. (if needed, helpful as don't own a trailer to dispose of myself).	2/9/2016 2:40 PM
217	Very easy and reliable	2/9/2016 2:21 PM
218	I would make sure that I booked well in advance, not when I needed to get rid of stuff immediately	2/9/2016 12:00 PM
219	better than having a specific day and I can choose when i want things collected	2/8/2016 7:41 AM
220	Its so much additional effort to do. It takes too long from calling to when the collection is made. Living in a small apartment there is no space to build up the junk until the council gets around to collecting.	2/7/2016 1:19 AM
221	I ticked yes because this may be the only way to get rid off hard rubbish	2/3/2016 11:41 AM
222	Practical way to remove hard waste	2/3/2016 10:53 AM
223	No means of transport	2/3/2016 8:01 AM
224	It is good to be able to choose an appropriate time of year when needed!. Collector only collected half our waste!.	2/3/2016 7:56 AM
225	I have some old furniture to remove at a later date when I can afford a replacement	2/3/2016 7:52 AM
226	I am not able to take large items to the dump and need help to put out the front.	2/3/2016 7:50 AM
227	Efficient , easy service.	2/2/2016 3:55 PM
228	Good Service	2/2/2016 3:50 PM
229	Convenience	2/2/2016 3:39 PM
230	The driver (Brad Errington) & Wayne were very friendly and more then helpful. They are to be congratulated on a job well done.	2/2/2016 10:09 AM
231	Because I found they were quick and effective.	2/2/2016 10:05 AM
232	Because I have no choice.	2/2/2016 9:55 AM
233	Easy Process	2/2/2016 9:48 AM
234	Its not easy for me to take rubbish to the dump, therefore the hard waste collection is the only way I have to discard my rubbish.	2/2/2016 9:40 AM
235	Liked the service.	1/29/2016 2:35 PM
236	When need arises	1/29/2016 2:26 PM
237	Quick and easy	1/28/2016 12:14 PM
238	What other choice is there?	1/27/2016 3:34 PM
239	Because it is more convenient to us.	1/27/2016 3:27 PM
240	Good service	1/27/2016 3:25 PM
241	If for some reason that I needed 2 collection in a year and I used the one waste voucher	1/27/2016 3:20 PM
242	It is easy, ring council and they give you a day and confirm with a letter and "pre booked hard waste collection sticker"	1/27/2016 3:15 PM
243	More convenient to request a collection when there is a need. Much better than a designated collection date for an area.	1/27/2016 3:00 PM
244	A good way to get rid of unwanted items without having a trailer and taking it to the dump.	1/27/2016 2:47 PM
245	People mainly older people find it hard to get rid of things that are worn out.	1/27/2016 2:43 PM
246	Reliable fair necessary service provided for residents to maintain safety and hygiene standards around home and wider community	1/27/2016 10:01 AM
247	Whole process worked very well and collection was early morning of day booked.	1/27/2016 9:57 AM
248	All waste collected on the day	1/27/2016 9:54 AM

At-Call Hard Waste Collection Survey

249	I would prefer booking my hard waste collection at my own convenient time I can prepare everything for collection at my own convenient time.	1/27/2016 9:51 AM
250	Its the only way I have of getting rid of hard waste	1/22/2016 12:13 PM
251	If only choice (ie- no pickup of hard waste) available one has to book.	1/22/2016 12:11 PM
252	It stops the invasion of scrap merchants patrolling the streets and picking over your hard rubbish	1/22/2016 12:09 PM
253	No other items except if required.	1/22/2016 12:01 PM
254	Easy to do	1/22/2016 11:59 AM
255	Great to not have the street lined with waste for several days.	1/22/2016 7:41 AM
256	Needs to be online!	1/20/2016 10:39 AM
257	Completely satisfied	1/20/2016 8:41 AM
258	If it is only way to get rid of hard waste	1/20/2016 8:39 AM
259	Its an important service and hard waste goes to the right place instead of people dumping anywhere.	1/20/2016 8:34 AM
260	Convenient	1/20/2016 8:31 AM
261	Excellent service	1/20/2016 8:21 AM
262	The collected "Rubbish" needs to get out somehow as the council does not provide any other option.	1/20/2016 7:51 AM
263	Convenient, and finally getting additional service considering the expense of rates	1/20/2016 7:43 AM
264	I guess I will have to as it appears I will have no choice	1/19/2016 3:23 PM
265	Seems to keep the scavengers away!.	1/15/2016 12:55 PM
266	any unwanted e-waste	1/14/2016 1:45 PM
267	I am elderly and do not have anyone to help me. I am very grateful for this service.	1/14/2016 1:34 PM
268	The previous system gave householders a defined time and place (suburb) where collection could be organised.	1/13/2016 3:30 PM
269	If it was the only alternative	1/13/2016 3:15 PM
270	It was easy and convenient	1/13/2016 11:56 AM
271	Easy way of disposing of un reusable items	1/12/2016 2:40 PM
272	Very convenient	1/12/2016 2:37 PM
273	Got rid of my rubbish - not have to wait for 12 months every year for the collection date.	1/11/2016 3:58 PM
274	Far tidier, both for home and in particular the local suburb.	1/11/2016 3:55 PM
275	its easy and convenient.	1/8/2016 1:48 PM
276	Prefer to book for hard waste when it is convenient and practical for my waste.	1/7/2016 11:08 AM
277	Its the only way to get rid of large rubbish	1/7/2016 10:48 AM
278	Maybe wait is too long booked second collection early Dec had to wait 8th Jan Did not use service	1/7/2016 10:43 AM
279	It was good because I could organise my spring clean and hard rubbish when it was convenient for me and not be pressured by a set date.	1/5/2016 9:50 AM
280	very convenient and excellent service	1/5/2016 8:55 AM
281	Much better than having streets looking so untidy for days.	1/5/2016 8:52 AM
282	But I prefer the old way as it brings a street community together people you don't see much due to work etc.	1/5/2016 8:50 AM
283	excellent council service.on time collection and works attitude	1/4/2016 10:18 AM

At-Call Hard Waste Collection Survey

284	Because no facility available	12/31/2015 7:57 AM
285	Simple to undertake - Online booking was straightforward.	12/31/2015 7:43 AM
286	Easy,cant get a trailer.	12/30/2015 3:55 PM
287	Hate seeing messy streets (prev method)	12/30/2015 3:52 PM
288	They came on the date they said they would come on.	12/30/2015 3:42 PM
289	Its the only way to get rid of my hard waste unless we go back to communal collection.	12/24/2015 8:37 AM
290	Efficient, reliable	12/24/2015 8:25 AM
291	I think the wait from booking to collection is far too long (5 and a half weeks)	12/23/2015 3:57 PM
292	Very efficient and convenient	12/22/2015 2:52 PM
293	As a normal household we don't have a trailer and nor do we know where the dump is located as we are new to Adelaide from the NT.	12/22/2015 2:44 PM
294	Much better when booked individually instead of collection of whole suburb.	12/22/2015 2:42 PM
295	No looters picking over rubbish	12/22/2015 2:33 PM
296	Very good service	12/22/2015 2:23 PM
297	Gets Rid of Rubbish and keeps the house tidy	12/22/2015 1:00 PM
298	Prefer the old system. The new one is way too much hassle and very troublesome for a busy person.	12/22/2015 12:58 PM
299	Very satisfactory process	12/22/2015 12:52 PM
300	Excellent. User friendly system of collection and saves the mess left by looters on the old system.	12/22/2015 12:46 PM
301	Very convenient	12/22/2015 12:44 PM
302	But rather go back to the old service	12/22/2015 12:37 PM
303	The kindy needs to keep items updated and safe so often needs to discard larger items that are no longer safe for the children to use.	12/21/2015 6:09 PM
304	A very efficient system to get rid of our hard waste. Hope it is available in the future. Many Thanks Dennis.	12/17/2015 3:40 PM
305	Yes this was great- If only other people would use the facility we wouldn't have junk cropped on our streets!	12/16/2015 2:24 PM
306	At least this way rubbish not scattered - only out short time-ours mainly rubbish- neighbours took couple electrical appliances that they could repair!!	12/16/2015 2:19 PM
307	Only if past collections are cancelled	12/15/2015 10:56 AM
308	Convenience	12/15/2015 10:55 AM
309	House has been sold settlement 21/12/2015 Did not receive a waste voucher	12/15/2015 10:48 AM
310	Because it is easy to book and the waste was all gone early in the morning with no fuss	12/15/2015 10:47 AM
311	Have few items and need only occasional	12/15/2015 10:41 AM
312	Easy online booking. Quick response and pick up.	12/15/2015 10:32 AM
313	Very good no mess on the kerbing	12/15/2015 10:30 AM
314	Council booked for collection date/day	12/15/2015 10:26 AM
315	To get rid of old rubbish	12/15/2015 10:26 AM
316	It is very clean and no rubbish in a street everywhere. It's very good like that. Thank you.	12/15/2015 10:18 AM
317	Really like the idea that we have the chance to throw away large items that otherwise couldn't get rid of normally. Thank you	12/15/2015 10:15 AM
318	As we are a pensioner with health problems it is very convenient	12/15/2015 10:06 AM

At-Call Hard Waste Collection Survey

319	Very efficient and helps to maintain a clean back yard	12/15/2015 10:03 AM
320	service still required as was never delivered	12/14/2015 7:04 AM
321	A lot more responsible dumping	12/11/2015 8:52 AM
322	went pretty smoothly	12/10/2015 6:20 PM
323	Beneficial for aged people.	12/10/2015 3:39 PM
324	Because I knew exactly when the rubbish would be collected and that gave me time to get organised.	12/10/2015 3:38 PM
325	Very good service	12/10/2015 3:16 PM
326	It was easy and convenient	12/10/2015 2:50 PM
327	this new system is a great improvement on previous arrangements	12/10/2015 10:59 AM
328	Eliminated people trawling through the streets with trailers upsetting the waste and scattering it about over a longer period before actual collection in multiple suburbs	12/9/2015 3:43 PM
329	As we are getting older we are unable to use a trailer. This was a great alternative. Thankyou.	12/9/2015 3:38 PM
330	Less rubbish in the street. No one looked through it and made a mess. Less traffic down our street. I had a chat with the workers and they were pleasant and agreed with me that it is much better than the old system.	12/9/2015 3:34 PM
331	Will only use if Council continues with the at call and not the annual pick up used in the past which I prefer & so does all my neighbours	12/9/2015 8:38 AM
332	Prompt collecting on nominated collection day. Rubbish only on kerb for limited time means little time for people to scatter items around as used to happen.	12/8/2015 3:03 PM
333	Inefficient, other people dump their rubbish, others "think" it is the normal hard rubbish pickup and piles of rubbish are scattered everywhere and not collected.	12/5/2015 2:40 PM
334	convenient but couldn't fit more on the area provided	12/4/2015 12:29 PM
335	convenience of knowing the exact date of the collection	12/4/2015 12:23 PM
336	A very good service Thank you M Yates	12/3/2015 3:49 PM
337	I found the hard waste collection service to be reliable and efficient. Thank you.	12/3/2015 3:29 PM
338	More convenient /simpler /less time	12/3/2015 2:30 PM
339	To dispose of further unwanted things	12/3/2015 11:26 AM
340	VERY CONVENIENT	12/3/2015 10:59 AM
341	Scavengers cannot operate and scatter the pile	12/2/2015 8:44 AM
342	You don't have all the traffic of people sorting through the goods and leaving one big mess!!	12/2/2015 8:18 AM
343	Collected when required	12/2/2015 8:11 AM
344	It's highly unlikely because we don't have a lot of waste.	11/26/2015 2:39 PM
345	Free waste collection, without having to hire a trailer or pay for someone to collect it.	11/25/2015 4:27 PM
346	Although the alternative to make numerous trips to the dump is not desirable. So what choice is there!!!	11/23/2015 4:13 PM
347	but it was a lot easier before when there was a once a year collection and that way you don't get others putting rubbish with yours on collection day	11/19/2015 2:17 PM
348	Waited several weeks	11/18/2015 11:13 AM
349	Efficient. Preferable to annual hard waste collection.	11/18/2015 10:59 AM
350	Yes I am a pensioner and really appreciate	11/18/2015 10:57 AM
351	Fail miserably! Caused kaos blocked regular bin collection	11/18/2015 9:08 AM
352	Apart from the long wait between booking and collection the service was useful.	11/18/2015 9:01 AM

At-Call Hard Waste Collection Survey

353	This is a great service for the ratepayers without a trailer!	11/18/2015 8:49 AM
354	The process worked well	11/17/2015 1:28 PM
355	Much more convenient as to when to be collected	11/17/2015 12:13 PM
356	I will book after Christmas and hopefully there will not be a 6 week wait.	11/13/2015 3:03 PM
357	Easier before the way it was had a date put rubbish on the kerb.	11/13/2015 8:03 AM
358	Because if a neighbour has hard rubbish and theirs is getting pick up, you wont pick up the other persons without a booking and that took 3 weeks	11/13/2015 8:00 AM
359	If that is the only way of getting rid of Hard Rubbish	11/12/2015 8:30 AM
360	Very convenient	11/11/2015 11:39 AM
361	A great opportunity to keep your property rubbish free simply procedure	11/11/2015 11:31 AM
362	its easy and quick but too many other people were dumping their rubbish onto our rubbish meaning only half the rubbish was taken. We had to book our second rubbish collection to get rid of the remaining rubbish.	11/11/2015 8:41 AM
363	Very Much so. Because its easy for me. Keeps the road way very clean	11/11/2015 8:22 AM
364	Very convenient and easy	11/11/2015 8:12 AM
365	We Don't have a trailer or vehicle with a tow bar to hire a trailer so this service was perfect for us.	11/10/2015 3:47 PM
366	Somebody's trash is might be other peoples treasures. There are always something very useful for other people.	11/10/2015 3:23 PM
367	Its simple and happens pretty quickly.	11/10/2015 3:20 PM
368	If I require further hard rubbish collection	11/6/2015 6:33 PM
369	Love it!	11/6/2015 3:58 PM
370	Useful	11/6/2015 3:23 PM
371	Very convenient to dispose of unwanted goods	11/6/2015 3:11 PM
372	reliable	11/6/2015 2:25 PM
373	It was a very organised system, promptly collected and there was no hiccups plus no public running around picking through	11/6/2015 2:23 PM
374	Preferred	11/6/2015 2:20 PM
375	Easy to book, great service, Solo Resource recovery did a great job.	11/6/2015 2:18 PM
376	Quick excellent service	11/4/2015 12:43 PM
377	Easier - Can book twice a year	11/4/2015 12:40 PM
378	If this is the only way we're going to get our rubbish collected-Yes	11/4/2015 11:14 AM
379	Because there isn't an annual service anymore	11/4/2015 11:05 AM
380	When available	11/3/2015 2:39 PM
381	It is the best others don't scatter your stuff around and leave a mess	11/3/2015 2:13 PM
382	I think its great to be able to book your collection. Once a year can be a problem if you are away on the set delivery date	11/3/2015 1:55 PM
383	Very good service and rubbish removed promptly	10/30/2015 1:58 PM
384	But would like 3 pick ups at least	10/30/2015 1:54 PM
385	used to annual council collection	10/30/2015 1:47 PM
386	Never waited all year then they said Dec 7 what about pensioners not all are aware of your system.	10/30/2015 1:40 PM
387	It was good for rubbish to be out for one day, no one having a chance to rifle through it and leave a mess.	10/29/2015 3:16 PM

At-Call Hard Waste Collection Survey

388	Because its the easies and best way to get rid of Hard rubbish	10/29/2015 3:11 PM
389	Very helpful as I don't have a trailer to dispose of unwanted big items to rubbish dump.	10/29/2015 2:49 PM
390	Because it was exceptional good	10/29/2015 9:22 AM
391	Preferred the system as it was.	10/29/2015 9:14 AM
392	Very Easy, stress free works around you	10/28/2015 4:54 PM
393	Much better not having the whole suburb with hard rubbish and all the collectors/pickers taking valuables and making a mess	10/28/2015 4:53 PM
394	Because the address is a block of four units who continually throw things out.	10/27/2015 1:28 PM
395	Hard waste trial should be implemented as a definite yes. I will use the hard waste collection service again	10/27/2015 1:23 PM
396	No other option.	10/27/2015 1:16 PM
397	Should just have a dedicated date. People keep on removing the sticker. Thank goodness I had 2 labels mailed to me.	10/27/2015 1:14 PM
398	It is a lot better to control what is outside on the kerb.	10/27/2015 12:57 PM
399	Because its the only way to be able to just put your rubbish out at your property.	10/27/2015 11:29 AM
400	Easier to manage- Waste is not left lying around for days unfortunately we had someone drive past and pick up our old stove which was placed on the pavement and with it they took the bright green label which we attached for easy viewing we were home but the scavengers were to quick for us	10/23/2015 3:21 PM
401	we do not have a trailer	10/23/2015 3:15 PM
402	Very convenient a good way to dispose of unwanted items so not to have clutter around the home. Thank you.	10/23/2015 3:12 PM
403	Everything went seamlessly and didn't have to put up with rubbish on everyone's properties lining the streets for days	10/23/2015 3:05 PM
404	Have no trailer or ute	10/23/2015 3:03 PM
405	Very pleased with the service	10/22/2015 12:50 PM
406	I have rubbish to dump	10/21/2015 5:11 PM
407	Prompt Service, East to organise and collection truck was at my house very early 7am	10/21/2015 4:45 PM
408	Yes I would book again, simple and easy	10/21/2015 4:38 PM
409	All worked well	10/21/2015 4:36 PM
410	Technology always becomes old and new items required to replace them. Elderly couple who would struggle to take to waste collectors Its also expensive to organise.	10/21/2015 4:33 PM
411	A lot easier and then you know when it is	10/21/2015 12:46 PM
412	Solo sent the collection label promptly and at 10am today picked up the hard waste	10/21/2015 12:42 PM
413	Very good service all round	10/21/2015 9:51 AM
414	Hopefully it will stop illegal roadside dumping	10/21/2015 9:21 AM
415	Less clutter on the streets when it is booked on line not like when the council lets every know when they will do the collection.	10/20/2015 9:17 PM
416	The waste needs to be collected	10/19/2015 5:45 PM
417	What other option is there?	10/19/2015 5:19 PM
418	The service was good	10/16/2015 9:47 PM
419	Easy to do - don't have waste waiting around. It is collected as needed.	10/16/2015 5:38 PM
420	No unsightly mess by other people and you know what day rubbish will be collected. Waste can be put out night before and collected next day. Perfect.	10/16/2015 1:55 PM

At-Call Hard Waste Collection Survey

421	BIG IMPROVEMENT, No rubbish around the streets, everything as very tidy	10/16/2015 1:45 PM
422	One phone call date given for pickup that's good service and easy to do	10/16/2015 1:37 PM
423	Convenience	10/16/2015 1:34 PM
424	If one can't get it in the bins it's the best way to get rid of items thank you	10/16/2015 10:17 AM
425	Did not put out all	10/16/2015 9:49 AM
426	Much more convenient to work to my schedule and commitments	10/16/2015 9:43 AM
427	being Handicapped by walking stick the helpers helped to put out hard waste that was too heavy for me	10/16/2015 9:13 AM
428	They came on Tues 6th 3pm Time specified	10/16/2015 9:09 AM
429	Always good for clearing out and easier than loading up a trailer and taking it to the dump	10/16/2015 8:44 AM
430	Customer knows the exact date when rubbish is collected.	10/15/2015 5:15 PM
431	I have a lot of waste to get rid of.	10/15/2015 5:12 PM
432	Did not receive a voucher.	10/15/2015 5:10 PM
433	It's great and now we get 2 a year and also putting out the night before not so many people went through it as there used to be a mess all over the road	10/15/2015 5:00 PM
434	Convenient	10/12/2015 3:08 PM
435	Very handy to have	10/12/2015 10:56 AM
436	Ease of disposal	10/12/2015 10:44 AM
437	Very useful service	10/12/2015 10:43 AM
438	It made no difference to the amount of mess the pilferers made overnight before my pickup. The only way to avoid these scavengers creating havoc is to have it as a booked time (eg. Mon Oct 20 at 11.30am exactly). That way I will put everything out there 5 min beforehand.	10/12/2015 10:42 AM
439	Very efficient	10/12/2015 10:34 AM
440	Convenience of time	10/12/2015 10:06 AM
441	Generate hard waste about once a year.	10/12/2015 9:50 AM
442	As an older pensioner, it is easy to be rid of waste via hard rubbish removal.	10/12/2015 9:44 AM
443	One month booking wait is unworkable for a horders wife.	10/8/2015 12:43 AM
444	Only would maybe consider for very few minor items.	10/6/2015 3:40 PM
445	Because it's not worth me calling out a pickup for the small amount I have. I find it more convenient to put out my small amount of waste along with that of my neighbours for the major collection.	9/19/2015 12:01 AM

At-Call Hard Waste Collection Survey

Q15 Any additional comments/suggestions about the trial?

Answered: 828 Skipped: 767

#	Responses	Date
1	I think it is a very good service. Please keep it up!	8/26/2016 4:33 PM
2	A man wanted some article and put them on my veranda, but changed his mind, and returned them to pavement after pickup.	8/24/2016 4:42 PM
3	All Good (Sorry I have gone off line (sight)	8/24/2016 2:24 PM
4	Very convenient	8/24/2016 2:21 PM
5	was all taken care of The boys were on time and left all clean. (Top Job)	8/24/2016 2:20 PM
6	I think this is a great way to do hard waste collection and would recommend the continued use of this system	8/21/2016 7:43 PM
7	I thought you had a wonderful service. The trash and treasure people were not around. What a blessing	8/19/2016 5:35 PM
8	Need to get my name correct on letter sent out.	8/19/2016 5:32 PM
9	Please continue the good service. The second time we used the service we had to print our own label - not really a problem, but could be if had no access to a printer. Also printing an A4 size sheet in yellow, used a lot of ink.	8/18/2016 2:31 PM
10	Great Service	8/18/2016 12:20 PM
11	Every thing was done efficiently and with ease.	8/18/2016 12:19 PM
12	OK but the Bower Birds took the goods before the collectors could perform the service. Hence no response to question 9.Trust council does not get billed for the non collection.	8/16/2016 2:11 PM
13	A great service	8/16/2016 1:09 PM
14	Service was excellent.	8/16/2016 12:45 PM
15	Good idea - less abuse/junky streets doing it this way as opposed to everyone at the same time.	8/15/2016 5:25 PM
16	Excellent Service - very efficient	8/15/2016 10:03 AM
17	Prefer your former system of once a year.	8/15/2016 10:02 AM
18	I put the hard waste on the foot path the evening before the collection on fri 15th Aug. Next morning the hard waste had doubled over night. Illegal Dumping	8/15/2016 9:59 AM
19	Excellent	8/11/2016 5:10 PM
20	Much better than the annual collection of previous years. The at call system saves material being at kerbside for up to a week and avoids the scrounges trolling the streets. Please continue.	8/9/2016 12:55 PM
21	No the trial was very good.	8/9/2016 10:22 AM
22	I think it's a great service for hard waste collection and possibly more effective as only those who want it , use it.	8/9/2016 10:20 AM
23	Why one recycled envelope and one non recycled envelope? - Both recycled would be best.	8/5/2016 4:58 PM
24	The sticker is tricky because people take stuff, so unsure what to put the sticker on.	8/3/2016 4:15 PM

At-Call Hard Waste Collection Survey

25	I didn't know I had to book. I did phone to advise that the collection had been done by 7.00am The collection was instant!! B4 I phoned Very impressed. No the whole experience was a very happy occasion. Funny even.	8/3/2016 4:12 PM
26	It would be nice to have the service like before where we could use once a year.	8/3/2016 4:04 PM
27	Would prefer the old system of once a year collection for the whole area. Probably more cost effective than individual collection.	8/3/2016 2:30 PM
28	Many thanks for a good and efficient system	8/1/2016 9:29 AM
29	It is good ideal.	7/31/2016 1:06 PM
30	Any method of encouraging proper waste disposal is a good thing	7/29/2016 1:28 AM
31	Please make the new service permanent.	7/28/2016 11:21 PM
32	I found my pile had grown overnight extra hard rubbish left by unknowns	7/27/2016 4:57 PM
33	Do not ask residents to print a full A4 label, which is in colour. It is a waste and not everyone has access to a printer	7/27/2016 4:19 PM
34	Still prefer the old system!. While the planet is drowning in our waste, we can no longer afford not to "Reuse -Reduce - Recycle"	7/27/2016 12:36 PM
35	Microwave with sticker taken during night. How did person know of collection only went out late afternoon.	7/27/2016 12:24 PM
36	All good	7/25/2016 11:04 AM
37	Really helpful service!	7/24/2016 12:03 AM
38	Some of my neighbours are unaware you can ring & receive hard rubbish collection. They did not receive a pamphlet in the mail box. My collection was for the 21/6. I put out 4 objects (during the night lots more items were placed with my things but unknown	7/21/2016 10:58 AM
39	Yes! You haven't asked about whether, I prefer this to a whole of suburb collection. I prefer the old system for a whole lot of reasons. 1 Community Building. I met neighbours. 2: The customer service is confusing. Had to speak to both council and contractor about a couple of issues 3: Council put stuff in the post, online booking sends mail. I missed the first booking because I was waiting for an email and didn't get open my post. (Yes my fault) 4: Required to put my rubbish out 24 hours only for pick up on Friday's. Me a single person having to arrange help in the dark Thursday night and I have a really demanding job. Not possible for another series of phone calls.: Please bring back to old system.	7/18/2016 5:44 PM
40	Your system doesn't allow easy arrangement for 1 person to galvanise- 1 user arrangement in a retirement village and allow > 1 people to participate in the hard rubbish collection	7/18/2016 5:35 PM
41	I have one concern regarding the "loss" of the annual waste collection. As people need to "Book" a waste collection there is less chance of them depositing of these products from their property therefore: more small item will remain on the property. This will add to the waste remaining behind shed, fences add to the vermin, nests,etc. Some of these items will find their way into the yellow/red/green waste. While the annual collection was a major exercise for the council, it reminded property owner to remove waste from their property rather than making "Booking" for a collection. Therefore I propose keeping the annual collection for the household/large waste and provide a voucher for the property owners to dispose of the other items once a year. Happy to discuss further.	7/18/2016 4:52 PM
42	More than 2 might be useful. I'm not sure if it is only 2 or 3 per year.	7/18/2016 4:37 PM
43	Excellent service. Make the 2 booked pick ups a permanent service. Much better than the old system. Maybe 2 pickups and a voucher could be made to be any choice of the 3/year. 2 voucher and 1 pick up.	7/18/2016 4:34 PM

At-Call Hard Waste Collection Survey

44	The person I booked with did not say that something would be sent out in the post or that a sticker would be included. She booked a date very quickly which was greatly appreciated, but when I asked out how much/what I could put out, I was only told the equivalent of one trailer load. No mention that some items were not allowed or the there was a maximum 2m distance. Since I got the letter in the mail the day after the collection, this wasn't known prior. Really appreciate being able to book a collection - great idea! - but just a little more info from the operator would have prevented me from putting out some bluestone rocks and also could have put the sticker on. Thanks :)	7/15/2016 7:18 PM
45	A worthwhile service	7/15/2016 3:18 PM
46	The service provided was satisfactory and done as booked. Thank you	7/15/2016 3:17 PM
47	More info on whether mattress is separate from other hard rubbish. Was told this by my neighbour	7/15/2016 3:14 PM
48	Hope it continues as it certainly was a very easy and convenient way to get rid of our unwanted rubbish after clearing out a garage, instead of having to wait for an annual collection.	7/14/2016 10:26 AM
49	The collectors were very helpful	7/14/2016 9:38 AM
50	Very happy, it was only a weeks wait. Happy with the service	7/11/2016 4:36 PM
51	I live in a block of 10 units and not sure if the collections each year are for the whole block or each unit. Please advise me of what help I can get and the collection enquiry	7/11/2016 11:36 AM
52	Everything was great. They collected everything we left out including an old computer keyboard and mouse but not the actual computer itself which is unusual. Maybe an oversight. Have emailed customer service to tell them and get computer picked up because it does say in guidelines they take them.	7/8/2016 6:28 PM
53	So much better than an annual service. The annual service means having to arrange your life around when the service is. Not always easy to be around at the right time to get the waste out or have the space to store it between doing a clean out and when the collection is. Annual collection service also drives such a disgraceful mess and danger to out community. Maybe due to lifestyle challenges, but too much material is left out for too long and the 'pickers' have too much incentive and time to scavenge. Unfortunately many 'pickers' have little care for others and spread the refuse far and wide. The danger to passing pedestrians and cars is extreme, I don't know how Council could accept this liability. On call collection of hard refuse eliminates the majority of these issues.	7/5/2016 12:32 PM
54	The collection is on a Wednesday making it hard for me to bring goods out on a Tuesday. Monday would have been better for collection.	7/5/2016 12:12 PM
55	We like the service because it is available when we need it. We don't have to wait long periods for scheduled pick up.	7/5/2016 12:03 PM
56	If it is left this way, it will be good, no rubbish laying around for days on end.	7/5/2016 11:58 AM
57	At this point where I do have large items for collection i am grateful but ordinarily i prefer the annual october clean out of accumulated junk	7/5/2016 7:10 AM
58	I preferred the method of once a year at given time but suited me this time as had patio roof repaired	7/1/2016 5:00 PM
59	No	6/29/2016 11:40 AM
60	Great way to do it. Doesn't get messy on the street. Don't seem to have people driving up and down the street taking stuff as they don't know when collection is. Easy convenient	6/29/2016 11:39 AM
61	We liked it. We have used it twice and it works well.	6/24/2016 4:10 PM
62	Great idea. Much better than having streets full of rubbish for several days, and continually being picked over by scavenging people. Keep it up, please.	6/24/2016 12:44 PM

At-Call Hard Waste Collection Survey

63	Prefer this as you can book and have hard rubbish collected when needed	6/23/2016 9:55 AM
64	It didn't stop the bin scabs from waking up the neighborhood at 1.30 am	6/23/2016 4:51 AM
65	hope the council keep it going, very user friendly	6/23/2016 12:59 AM
66	It assumes that you have a colour printer to print out the label. I prefer the once a year collection as there is a sense of community, recycling and only rubbish on the street for one weekend a year, instead of random rubbish all the time. Bring back the annual hard rubbish weekend please.	6/19/2016 6:10 PM
67	Online booking no confirmation that the service was booked, waited over 1 week to receive confirmation in the post	6/15/2016 2:26 PM
68	Keep helping	6/15/2016 11:07 AM
69	Keep it up!	6/15/2016 11:05 AM
70	I think that once a year option was good as sometimes useful things are put out that other people can use & recycle. This way a lot more gets dumped.	6/11/2016 5:56 PM
71	Surprised at such promptness. Unnecessary promptness may become expensive.	6/10/2016 10:14 AM
72	I understand its more expensive, and one rationale is more recycling but surely the best recycling is treasure hunters? Then it doesn't go to the dump at all! Boo on call. I'm pro annual collection	6/10/2016 10:01 AM
73	5 days my choice. Its a great way to get rid of Waste as I'm a pensioner!!	6/8/2016 2:58 PM
74	Hope it turns into a permanent arrangement	6/8/2016 2:52 PM
75	Very pleased overall with the system being trialled although I question the need for the sticker/label that is put out with the rubbish. It's a small detail that is difficult to remember.	6/7/2016 12:53 PM
76	They should send the emails with booking guidelines in an appropriate timeframe.	6/2/2016 11:10 AM
77	I was offered earlier pickup but needed time to go through the sheds. Excellent service. Thank you.	6/1/2016 5:29 PM
78	Very good service. Thank you.	6/1/2016 3:02 PM
79	I am very happy with the service Thank you	6/1/2016 12:20 PM
80	About half the small household items put out had disappaere3d before the collection!	6/1/2016 12:17 PM
81	This trial should cease and return to the previous pickup - this is and will cost rate payers considerably more - unnecessary spending by Council	6/1/2016 11:57 AM
82	I think that "at call" waste collection is better as it discourages litters on the street and like the idea of a waste voucher.	6/1/2016 11:54 AM
83	Excellent service many thanks	6/1/2016 11:51 AM
84	Nil	6/1/2016 11:41 AM
85	Wait about 2 weeks but got a reply within a few days. Was very quick and easy. Don't understand why others dump things illegally without using this service. Thank you.	6/1/2016 11:39 AM
86	Not sure wait was a few weeks. Good service, maybe could be 3-4 times in 12 month period resulting in smaller amounts to pick up.	6/1/2016 11:37 AM
87	Found that the hard waste was collected in our area several times in the same fortnight we had ours collected. I thought this was a waste of resources on Councils behalf. Maybe pick a day a month for areas and when people phone give them that day instead of doubling up	6/1/2016 11:16 AM
88	The men came at 7:30 am. No fuss - all waste taken. Excellent service.	6/1/2016 11:10 AM
89	collection staff were prompt & pleasant	5/31/2016 2:45 PM
90	Keep up the good work	5/30/2016 5:52 PM

At-Call Hard Waste Collection Survey

91	Being able to book a collection for a time you actually need it is great - received a reminder letter and could prepare for the pick-up. Don't always need hard rubbish pick up so to be able to arrange it when needed makes so much more sense.	5/30/2016 5:50 PM
92	Very easy process. Everything was collected.	5/30/2016 5:38 PM
93	Pre arranged date-moving house	5/30/2016 5:35 PM
94	I know the old way did not work well but it was certainly the easiest for the residents. It was one of the things you could proudly tell people about.	5/28/2016 9:08 PM
95	By collection most of the E/waste had been taken my original pile shrank then grew till only a quarter of what was collected was ours. Must be a lot of junk around people don't seem to be making bookings they just added (and took	5/28/2016 2:08 PM
96	Just a big huge THANKYOU to all involved. Its very convenient and very much appreciated.	5/24/2016 10:35 PM
97	Bring back the annual council pick	5/18/2016 9:16 PM
98	Excellent service both the booking and the efficiency of the collection.	5/17/2016 5:25 PM
99	Good. happy with it. great idea.	5/16/2016 4:51 PM
100	All the rubbish was removed by 10am next day. Excellent Service.	5/16/2016 4:27 PM
101	1 week wait for first collection 2 day wait for second. Great efficient service	5/16/2016 4:00 PM
102	The hard rubbish was not collected on the day I was told. I had to ring up and ask to collect.	5/16/2016 3:57 PM
103	Maybe the "waste voucher" could be posted at the same time as other service. Some people don't own transport or trailer to get to your office. PS I think "at call" waste should take larger items as well ie Rain water tank	5/16/2016 3:55 PM
104	No	5/16/2016 3:42 PM
105	Very happy fast and excellent	5/16/2016 3:39 PM
106	Very happy that hard waste was collected when promised. Thank you	5/16/2016 3:15 PM
107	Only trouble with per person rather than area is other people use your collections	5/16/2016 3:13 PM
108	2 weeks my choice was interstate. Easy to book and no issues on collection. Thanks!	5/16/2016 3:00 PM
109	Very satisfactory and less messy than previous system. Solo are great!! Most efficient in ALL collections.	5/16/2016 2:57 PM
110	Not sure but when a collection service is booked, stickers or tape should be supplied to attach around rubbish left on the road sides.	5/16/2016 2:52 PM
111	Great idea but for people like me a hybrid option of a central collection point in my suburb or something would be great.	5/15/2016 10:16 PM
112	I think it's a very good idea indeed as the streets look terrible when everyone puts their hard waste out in the normal fashion. As a ratepayer though, I am very dissatisfied that I never received any feedback on the survey that was conducted some 3 years ago (or slightly less) when this idea was first mooted. I have contacted council about things on a number of occasions and have been disappointed at the lack of responses.	5/14/2016 1:04 AM
113	I hate it in short . I love hard waste collection - it was something to work towards - and it was easier	5/13/2016 9:19 PM
114	Highly recommend proceeding with this method of hard waste collection - very difficult to fault. I used it twice - first wait was about a month (Jan-Feb), the next was a week (April).	5/12/2016 2:34 PM
115	Keep up the good work.	5/12/2016 1:55 PM
116	I like the idea of having 2 collections per year. The advantage is that people are not driving up & down the streets going through piles and littering stuff along footpath. Also discourages people from simply dumping non-compliant goods out the front of some poor random resident (which has happened in the past)	5/10/2016 11:00 AM

At-Call Hard Waste Collection Survey

117	Prefer flexible system at the moment. Would miss the other collection during Aug/Sept. Very happy with the service.	5/10/2016 10:36 AM
118	I hope the council decided to keep this service as a few people I have spoken to in the street are like this service.	5/9/2016 10:12 PM
119	Please revert to annual collection - and ensure that it is well advertised beforehand.	5/8/2016 4:45 PM
120	Prefer before trial collection service	5/8/2016 3:13 PM
121	Our preference would be the old system of an annual suburb collection day. We found that the majority of our hard rubbish is taken by the public and reused leaving very little for the contractor to pick up. Things like old furniture gets a second life, but the contractor crushed them and then recycled the timber, which is ok, but not as good.	5/7/2016 3:55 PM
122	I did have others collections where i lived before, so i can tell you that the trial was great, once again thank you.	5/4/2016 7:35 PM
123	thought it was an excellent service and the streets were much cleaner as a result. May Thanks	5/4/2016 4:59 PM
124	I have a bucket or two of half red bricks - it would be good if they could have been included	5/4/2016 11:20 AM
125	None, And thank you for the service	5/4/2016 10:54 AM
126	Thanks for providing this service	5/3/2016 11:13 AM
127	Found the service efficient and better than the old system when rubbish strewn all over the footpath outside of all houses	5/2/2016 11:49 PM
128	I rang regarding pick up last week was told Tues April 26 pick up. Neighbour had phone call to say driver could not get in (yet trucks get in on Mondays) items put out on Watson Ave Wed morning. Sorry about the mix up	4/29/2016 12:20 PM
129	"Excellent" left items out night b/4 pickup was 8.30am next morning	4/29/2016 10:03 AM
130	It was very good but a lot of the good were gone before you got here.	4/29/2016 10:01 AM
131	Very efficient, thank you.	4/28/2016 11:40 AM
132	I think it was better with the yearly collection and I imagine cheaper?	4/27/2016 12:34 PM
133	Less than a full day. By doing an agreed pick up it helps stop people from going through your rubbish looking for scrap metal.	4/27/2016 11:00 AM
134	Problem + other people dumping their stuff on your collection pile. What if its stuff that wont get taken, then you're stuck with it. Overall though great service.	4/27/2016 10:57 AM
135	booked time frame was 10 days because it suited me then was able to book sooner.	4/27/2016 10:54 AM
136	I very pleased with this service. This is the only way we can get rid of excess rubbish.	4/27/2016 10:51 AM
137	It was very flexible I could almost choose the day. This is a great service much better than waiting for the yearly collection	4/27/2016 10:49 AM
138	We had large cartons which we wished collected = too many restrictions on hard rubbish	4/22/2016 4:01 PM
139	One trailer load is not big enough, especially if you have whitegoods and furniture.	4/22/2016 3:59 PM
140	It should continue that will help people who don't have a trailer to dispose the hard rubbish	4/22/2016 3:57 PM
141	Excellent but don't understand reference to waste voucher	4/22/2016 11:50 AM
142	I was not home when collectors came but area was left clean and tidy. Keep it going.	4/22/2016 11:48 AM
143	The whole collection was done very well without fuss. Thank you.	4/22/2016 11:37 AM
144	Shared collection with number one (Small amount) Not sure how many days wait.	4/19/2016 5:02 PM
145	Would prefer the one off collection per year. People are putting out rubbish without the collection label West Richmond and Airport area!	4/19/2016 4:57 PM
146	Some one else put a wheel there as well. As of 4/4 it was still there. I have called council and Solo to make them aware, thanks	4/19/2016 4:49 PM

At-Call Hard Waste Collection Survey

147	I thought the service was a huge improvement on the previous method. I would like to see it extended to taking more eq paint tins, gas bottles. Thank you.	4/19/2016 4:46 PM
148	This should work well a great service no mess.	4/19/2016 4:37 PM
149	The booking system has advantages in keeping the streets tidier, however the feeling is that I need to hoard the hard waste items until there is sufficient to warrant a special collection. Under the previous system it was convenient to place a few items for collection as the truck was passing along the street regardless.	4/19/2016 4:34 PM
150	After booking the service I had no response for two weeks. When I received a response I was given less than a week to put my rubbish out. It would be good to have a choice of date for our collection when booking to be able to plan/be organised.	4/19/2016 4:28 PM
151	Hard waste was picked up at 8:00am on day booked. Collectors left a bit of debris behind that they created. One problem I encountered was that after putting out my hard waste (the evening before the collection) persons unknown added their waste to my heap overnight. Fortunately the collector could take the lot. The collectors left a bit of debris behind but it probably wasn't their fault. I think the truck ejected the debris. (May have been faulty could be a potential hazard for collectors) Thank you.	4/19/2016 4:25 PM
152	Works well.	4/19/2016 4:18 PM
153	Could clothes also be a collectable item in the future.	4/19/2016 3:37 PM
154	I miss the hard rubbish whole suburb collection, as less repurposing of items now and more going to landfill.	4/19/2016 3:35 PM
155	Prefer the system that's been used for years	4/19/2016 3:33 PM
156	I like the idea of at call pickups it does not make the whole area an eyesore with all the rubbish out in the street. And collectors going through the rubbish and leaving a mess when they have finished.	4/19/2016 3:32 PM
157	Whilst service was good, I am a strong supporter of the annual pickup service. I like the "recycling" that happens as people help themselves to useful objects and I question the cost of running this new system.	4/19/2016 3:19 PM
158	No	4/19/2016 3:13 PM
159	As I aged and do not have much rubbish one pick up every year is adequate for me thanks.	4/19/2016 3:11 PM
160	I first made an booking inquiry by internet at the end of Feb, and hadn't heard back some weeks later. Email had gone missing somewhere in transit (although original acknowledgement was received). Rang up the second time, and service was excellent. It is a much tidier way about it, although hard rubbish collection time always made for interesting scenery when walking the dog.	4/18/2016 4:07 PM
161	Is the recycled "good reusable" items for cheap sale somewhere?. As other tips have "tip shops"	4/15/2016 5:35 PM
162	Best recycling is reusing curbside yearly collection allows this	4/15/2016 5:26 PM
163	I think this system is much better than the annual pick up	4/15/2016 5:24 PM
164	Please keep it beyond trial period.	4/15/2016 5:15 PM
165	Few weeks	4/15/2016 4:35 PM
166	Excellent idea	4/15/2016 2:43 PM
167	Thank you. Good experience. I am a single mum and had no way of getting the rubbish to the dump without support or paying for a skip. I only had a small amount of rubbish to get rid of, so this was a perfect service for me.	4/15/2016 12:01 PM

At-Call Hard Waste Collection Survey

168	A brilliant service! Assist in encourage people to remove build up of rubbish. Also as Property Manager, it certainly gives tenants an option to remove larger items correctly, rather than dumping illegally.	4/11/2016 1:41 PM
169	It was an excellent service both times. The ladies taking the booking and the collectors were absolutely great.	4/7/2016 5:10 PM
170	Long wait from booking to pickup - Guess a matter of a long queue. Thanks all the same..	4/7/2016 1:49 PM
171	I would prefer to have a collection as we had prior to this trial.	4/5/2016 11:08 PM
172	Wait time between booking service and refuse date has reduced, which is good. There is absolutely no way that it is reasonable to put out hard refuse no more than 24 hrs before pick-up is due, particularly for those who work. Would like to be able to select my own pick-up date via an online calendar booking service.	4/5/2016 9:02 PM
173	It is easier with big objects -like beds if you can ring and be rid of them	4/5/2016 3:20 PM
174	4 weeks at my request	4/5/2016 3:17 PM
175	Good work. May book another before spring	4/5/2016 3:13 PM
176	Rubbish was put out the night before, but before it was picked up , people had sorted through it and scattered it over the road and further along the street. Therefore items were not picked up and now there is rubbish that has been left behind along the footpaths which may result in fines. This is not the collectors fault but is very annoying to residents. So perhaps a it would be better to offer a dump voucher or an annual day to collect so all rubbish can be collected in the street no matter whose property it ends up outside of.	4/4/2016 5:48 PM
177	I would perfer to go back to the normal hard waste collection where everyone in the street puts their hard waste out at the same time.	4/4/2016 12:05 PM
178	It's a good idea to have this service at call.	4/4/2016 7:21 AM
179	I like being able to access hard refuse twice in the year. I do believe that the waiting time between booking and actual pick-up dates is too long and is actually leading to an increase in dumping in my local area. People are now dumping at others' pre-booked locations and I think the delay between booking and refuse and the actual date coming around is also leading to an increase in dumping at random sites from those who are relocating house. The practice of leaving dumped rubbish with the warning tape applied also exacerbates the eyesore. And known dumping sites, such as those next to op shops, continue to be a big problem. So, great idea but a few implementation problems in terms of date turn-around that is actually in turn causing some further problems. Another difficulty is that there is no way of selecting your own pick-up date when booking online and this should be a relatively simple and certainly a technically- feasible option to provide. If you can reduce the wait time down to a fortnight or less, and give some choice in selection of dates,, it will be a very good solution.	4/3/2016 10:27 AM
180	The service was excellent everything picked up on the day highly recommended to other people great service provided.	4/1/2016 5:03 PM
181	Bring back one collection if you need more ring for booking again, like the trailer free	4/1/2016 4:59 PM
182	Well done.	4/1/2016 1:01 PM
183	Thank you for this service and still keeping our rates low. You are a great council and provide great service.	3/31/2016 11:29 AM
184	I'm very happy that we got something for free	3/31/2016 11:26 AM
185	Great Service	3/31/2016 11:24 AM
186	How many collections a year?. Should be two.	3/31/2016 11:23 AM
187	Keep it up.	3/31/2016 11:21 AM

At-Call Hard Waste Collection Survey

188	Large apartment buildings like mine might benefit from some changes to the program. We have 42 units so there are always new people who don't know about hard waste collection. Maybe you can print a sign for these big buildings like the signs we have for our garbage cans. I think the trial is really great. I was very nervous when I got the email reply that said it could take up to 30 days, but actually it was only 5 days and maybe it would be shorter if not for the long holiday weekend. I think most people will want the hard waste booking to be within a week, not within 30 days.	3/30/2016 10:31 PM
189	Thank you.	3/30/2016 3:12 PM
190	Thank you Laura for your assistance. Please retain hard waste collection service.	3/30/2016 3:07 PM
191	Quick and efficient service.	3/29/2016 4:59 PM
192	The time limitations are ridiculous. I used to get family to help with putting heavy items out, so I prefer an annual pickup - gives me time for family to come from country to assist.	3/29/2016 4:10 PM
193	No it is doing well.	3/29/2016 3:43 PM
194	As per my response to section 8 - I do not agree with on call waste collection. It has reduced the appeal of the suburb as there is consistently rubbish in the streets, and a rise in illegal dumping.	3/29/2016 11:00 AM
195	No. Hopefully this magnificent service will continue	3/29/2016 8:56 AM
196	to many hoarders accumulate around	3/29/2016 8:51 AM
197	If find its better to have scheduled dates. Its silly but people find it a hard task. I've been placing items in our driveway to take back.	3/24/2016 2:11 PM
198	Once a year should be advertised "more"	3/24/2016 2:05 PM
199	I feel that the usual annual collection across the suburb is better. More than half of what I put out on the kerb is taken by others (one mans rubbish is another persons treasure) ; The current system will have a lot more product going to landfill. Letter following confirmation is excellent thanks.	3/24/2016 2:02 PM
200	Saw quite a few houses in my area out for collection while I waited. Needs to be co-ordinated. Great service though Thank you!	3/24/2016 1:45 PM
201	Other waste was placed near ours. Didn't receive tap as per pamphlet. Attached photo show extras dumped near ours.	3/24/2016 1:42 PM
202	Good	3/23/2016 2:19 PM
203	Had at least 5 person take goods they ignore the label one said makes little difference Fin Q 3 and 4 confusing	3/23/2016 2:14 PM
204	Any queries ring me	3/23/2016 2:10 PM
205	Sounds good to me. I will leave it to your good judgement and I thank you for the help I do get.	3/23/2016 2:08 PM
206	Please keep it, keep both overall cost is small compared to over priced councillors you have.	3/23/2016 2:05 PM
207	Its very difficult to put waste out only 24 hours early. Would prefer the choice for Monday pickup.	3/23/2016 2:03 PM
208	I miss the hard rubbish collection day for the whole neighbourhood. It reminds you you're part of a community and is a good motivator to get organised and clean up around the home. If it's an at call service it becomes too easy to keep putting off. Can we go back to having one annual and communal date and still let people have the option of booking one extra service?. That way we get the best of both worlds.	3/22/2016 8:54 AM
209	Keep it going - Its a great service.	3/22/2016 8:48 AM

At-Call Hard Waste Collection Survey

210	Not convinced it is better than the old way after viewing the destruction of goods which may have assisted those in need. The old way was effective recycling for many items as they were collected by other parties and kept or sold on I presume.	3/21/2016 6:42 PM
211	Make the service permanent.	3/19/2016 10:37 AM
212	I preferred ward by ward hard rubbish. It is easier to prepare. Rather than having to put everything out 24 hours prior to pick up.	3/18/2016 10:10 PM
213	Not in favour of this shabby system. I'm not impressed with this new system. I think it seriously encourages waste and land fill. Why?. 1. The clearance was something that local residents really enjoyed. In my street when we would put our "disposables" we would variously wander up and down the street "merrily exchanged". So pots and garden items, small pieces of wood and other items were "recycled" among neighbours. In fact it was a bit like a community "event" with neighbours asking "where did you get that"? or "are there any more of those"?. So we exchanged items and it was all pleasant. 2. Now I think people are breaking up items and putting them into their hard rubbish, increasing land fill. A lot of people don't want a "standalone" display of whatever they're having removed eg new TV?. Could be a target for thieves. 3. What is being collected individually is going to landfill, after nearly the entire street looks shabby for days sometimes.	3/18/2016 11:02 AM
214	This trial has worked well for us. Thank you.	3/18/2016 10:51 AM
215	Thank you.	3/18/2016 10:49 AM
216	Can I book another pickup before end sept 2016?. I do not know about the waste voucher.	3/18/2016 10:42 AM
217	Very happy with the service provided thank you. PS The West Torrens Council has been friendly and helpful when I have had a problem. Good work guys	3/18/2016 10:34 AM
218	I think it is a good thing. As u have the option of booking if needed to move out of a premises etc and don't have to wait for preset date.	3/18/2016 10:26 AM
219	Would have been better if it could be a quicker response time	3/18/2016 10:20 AM
220	I was very disappointed to find that because I had placed the booking on behalf of our church, it was refused. I was personally not in favor of changing the previous system anyway, and this makes it doubly annoying! Much of what used to be placed out for collection was picked up by other residents, saving the need for the council to collect it at all. Please return to the annual hard waste pickup on a scheduled period, open for all to use!	3/17/2016 4:35 PM
221	It will definitely help to stop illegal dumping which will keep our streets looking tidy and keep property values rising, which is important to every home owner in the West Torrens Council area. If the pickup time of approximately 1 month is shortened, then this would see less illegal dumping particularly from renters. Also, people don't seem to have got the news, that this new booking service is now available.	3/16/2016 3:23 PM
222	Please continue it, we need your service. Once a year is not good enough.	3/16/2016 3:23 PM
223	Other people dumped their rubbish with our rubbish, it exceeded amount allowed, and we had to bring in and arrange for another collection because our rubbish wasn't taken all the other rubbish that belonged to other people was. It was very frustrating.	3/16/2016 3:16 PM
224	After collection, area was left neat and tidy (No mess left after collection made) Job well done by drivers and offsidiers.	3/16/2016 2:31 PM
225	Would like it put back to the old way of collection my inside of home is 90% hard rubbish	3/16/2016 11:37 AM
226	9 week wait rating 3 only because my first attempt at booking didn't work. I booked online and somehow it got lost in the system. I had to chase it up to actually get it done.	3/16/2016 11:35 AM
227	Collection is not satisfactory. I am guarantee waste was not 6x4 trailer but they left over this half. I have contacted Solo customer service they just give excuse driver said it was over but it was not.	3/15/2016 4:57 PM

At-Call Hard Waste Collection Survey

228	Collection is not satisfactory. I am guarantee waste was not 6x4 trailer but they left over half.	3/15/2016 4:54 PM
229	Suggest you have an inside leak. No sooner than I put my waste on kerbside a person drove up and rifled through the waste.	3/15/2016 4:50 PM
230	Efficient and courteous service. Many neighbours added and subtracted from my collection was worried that some additions would be unacceptable but no problem thank goodness.	3/15/2016 4:46 PM
231	Go back to yearly schedule waste collection.	3/15/2016 4:19 PM
232	Its awful. Instead of only having rubbish lying around for a week, it's there constantly. It looks unsightly and it MUST be costing more in admin etc.	3/15/2016 1:56 PM
233	Booked online	3/15/2016 1:50 PM
234	More convenient than having to wait for one time of the year	3/15/2016 1:49 PM
235	Bring back the once a year collection!!	3/15/2016 1:47 PM
236	I would rather not have to book.	3/15/2016 1:46 PM
237	Please revert back to the old system. If i know there is a set date to do it or i miss it for a year..I'll have it done.	3/15/2016 11:36 AM
238	Very good idea. - Excellent.	3/11/2016 9:43 AM
239	Would like to see the hard waste collection continue into the future, we have no trailer.	3/11/2016 9:41 AM
240	Website seems to indicate I would get a call after booking but I didn't get any.	3/11/2016 9:36 AM
241	really good much better than waiting once a year	3/11/2016 9:34 AM
242	This is a very good service. We hope the council will continue this service	3/11/2016 9:32 AM
243	I incorrectly though collection date was 03/03 heard collection ruck on 01/03, phoned Solo resource recovery they kindly agreed to return truck, which luckily was still in my street, to collect hard rubbish (well used BBQ & broken goal post with ring). Truck driver and co-driver very courteous and helpful, many thanks to all.	3/11/2016 9:30 AM
244	Would prefer quicker pickup from the booking time but overall way better than the annual collection on a set date.	3/11/2016 9:23 AM
245	Two men that collected were helpful. Was worried that, the bright green sticker, would go by people rummaging through the rubbish.	3/11/2016 9:17 AM
246	Seems to work very well, will use it again later.	3/11/2016 9:15 AM
247	Well Done	3/11/2016 9:08 AM
248	Everything got picked up will be very happy to book again in future	3/11/2016 9:07 AM
249	Have used 1 so far but will require a second one. Booked via internet. Excellent, would like to see it continue.	3/11/2016 9:05 AM
250	Extremely fabulous.	3/11/2016 9:03 AM
251	Be able to put out more stuff, more stickers in case people take items with stickers on them, longer than 24 hours to put out rubbish	3/11/2016 9:01 AM
252	Impressed after last years debacle	3/11/2016 8:58 AM
253	Booked online. There was no initial acknowledge and it was a week and a half before we received the letter. It would be helpful to have more than one adhesive label in case the item with the label is removed before the pickup.	3/11/2016 8:22 AM
254	3 weeks for collection is too long. If there is a way to suggest a pick up date in advance?	3/11/2016 8:19 AM
255	I like the idea of hard refuse pickup. It must be cheaper for the council. There is no rubbish left in the streets for weeks. There are no scrap metal merchants raiding the footpaths. I think it is a much tidier option	3/10/2016 5:53 PM
256	This is a far better system than the fixed date with rubbish everywhere and people trawling through it. Well done keep it going.	3/10/2016 4:08 PM

At-Call Hard Waste Collection Survey

257	Fantastic service - process for collection very easy and great to be able to use for large items which cannot fit in car. Please continue after trial period!	3/10/2016 3:54 PM
258	Will the annual pickups still occur?. Seems a waste to book a collection for a handful of items.	3/10/2016 3:50 PM
259	Cancel the trial and go back to the old way of doing it - everyone knew when the collection was going to be and worked towards that date. This new method means we have less control over when the collection will be made and so less time to get our rubbish out (unless lucky enough to get a Monday collection) The whole scheme is designed to save the council money but it is at the expense of ratepayers convenience (and none of the savings will be passed on in the form of lower rates)	3/10/2016 10:46 AM
260	I will book again in the near future. (I did notice other people put rubbish out in my pile)	3/9/2016 4:04 PM
261	Great service, well done.	3/9/2016 3:57 PM
262	Cant remember actual booking date	3/9/2016 3:55 PM
263	No opportunity to negotiate pick up day - had to take a day off work!! Online form said someone would contact me "shortly" - No one did.	3/9/2016 3:32 PM
264	Staff very helpful Brilliant service - Thank you	3/9/2016 2:56 PM
265	Would like to see it return to previous method.	3/8/2016 2:09 PM
266	I prefer the 'old' method where we were advised of the collection time & we put out our hard waste.	3/8/2016 1:47 PM
267	Ok to have restrictions but need to offer options. Not everyone has access to resources and transport options	3/8/2016 1:40 PM
268	I prefer the old way of same day collection for the whole neighbourhood PLEASE	3/7/2016 9:37 AM
269	better to remove	3/4/2016 7:37 AM
270	5 week wait first collection 3 week wait second collection I like the old system as people can pick up pots (garden) or similar to promote recycling	3/3/2016 12:22 PM
271	Great idea - reduces scavengers and mess they make going through hard waste on median strip!.	3/3/2016 12:19 PM
272	Very satisfactory	3/3/2016 12:17 PM
273	Very easy to organise and quick availability to collect-was great! Thanks	3/3/2016 12:15 PM
274	Still happy with the street collection that allows you to put rubbish out at nominated time of the year	3/3/2016 12:13 PM
275	I prefer the 1 Hard collection per year it appears to be more economical.	3/2/2016 2:52 PM
276	Thankyou. Love the "at call" service-great idea!	3/2/2016 2:50 PM
277	It was awkward having a midweek collection (wed). Monday collections were much easier, having the weekend to move items to the front.	3/2/2016 2:42 PM
278	Hot dogs	3/2/2016 12:04 PM
279	Not at home at time of collection re rating	3/2/2016 12:03 PM
280	Loved the booked collection services! So much better/more convenient than only having 1 day/year.	3/2/2016 11:57 AM
281	It worked very well, an excellent service. Better than waiting for annual collection.	3/2/2016 11:54 AM
282	My unit complex assumed it was just a hard rubbish collection day and put their things out with mine. I don't mind as they didn't put anything not allowed, out there. But, it would be beneficial if the council actually let the community know the new way of doing it (even if it is a trial - at least telling the community).	3/2/2016 11:51 AM
283	Happy with this service works great for us.	3/2/2016 11:30 AM
284	The service is essential so don't stop it. I don't mind the booking aspect or a prescribed time	3/1/2016 8:29 PM

At-Call Hard Waste Collection Survey

285	Picked up the day quoted very happy with service , thx	2/29/2016 1:56 PM
286	Keep up the good work the council staff were great and very helpful	2/29/2016 1:54 PM
287	Collection should have been sooner	2/29/2016 1:47 PM
288	Hope it is succesful	2/29/2016 1:43 PM
289	Excellent service much better way of getting rid of hard waste Well Done!!	2/29/2016 1:40 PM
290	This is a great way to get rid of hard waste when required.	2/26/2016 4:10 PM
291	It was prompt like the girl on the phone said one week it was	2/26/2016 4:09 PM
292	May use another collection later.	2/26/2016 4:07 PM
293	To continue with this system as people clean up at least twice a year.	2/26/2016 4:06 PM
294	Much more convenient than the old "once a year" hard rubbish collection.	2/26/2016 4:03 PM
295	An excellent service. Hope it will continue.	2/26/2016 4:02 PM
296	Very good service - did a big cleanout and 1 wouldn't have been enough!. Cheers	2/26/2016 4:01 PM
297	Great Service from Solo and a seamless process. Two collections per year seems sufficient.	2/25/2016 1:04 PM
298	I think you should arrange apt and survey via email - for those that have email would cut down on cost and paper	2/25/2016 1:00 PM
299	Could have had a collection in 1 week but I choose 3 weeks. Arrived at 7:28am!.	2/25/2016 8:35 AM
300	Very impressed with the service. Thank you.	2/25/2016 8:22 AM
301	The only problem with the service is everyone else comes and dumps stuff on the pile that you are not allowed to put out.	2/25/2016 8:17 AM
302	Useful	2/25/2016 8:15 AM
303	Good service - and at a convenient time.	2/25/2016 8:11 AM
304	I didn't like the fact that a day was nominated/suburb with no negotiation. Getting rubbish to curb during the week when you work full time proved a little difficult.	2/24/2016 11:01 AM
305	Thank you!	2/24/2016 10:56 AM
306	We had mattresses picked up - clear instructions, done on time. Very satisfied.	2/24/2016 10:54 AM
307	None	2/24/2016 10:52 AM
308	Good idea. Good service.	2/24/2016 10:48 AM
309	Well done West Torrens council	2/24/2016 10:46 AM
310	Thank you for this helpful service.	2/24/2016 10:43 AM
311	Would prefer previous had rubbish collection process, do it very two years. Prefer others "to collect" items put out on kerb, then council takes actual rubbish. Prefer items went to use by someone, than go in rubbish, but also, don't want to overload/create extra burden on Salvo's etc by donating items they may not want.	2/24/2016 9:12 AM
312	I was very pleased with the service.	2/24/2016 9:08 AM
313	I feel the Council has made a very wise choice. Could not have asked for a better response. Thank you very much well done	2/24/2016 8:30 AM
314	Excellent, came on the day scheduled nothing pulled around before collection footpath left clean. Well done.	2/24/2016 8:15 AM
315	i think it's a great idea. I much prefer booking a hard waste collection at a time that suits me rather than having to put out rubbish only once a year with everyone else. please continue this service	2/22/2016 9:13 PM

At-Call Hard Waste Collection Survey

316	I feel as though a lot more rubbish is going to landfill instead of others coming around and collecting it. One man's trash is another man's treasure. I personally like looking at communal hard rubbish and I like that someone else might find something worthwhile in mine!	2/22/2016 10:21 AM
317	give more information to us	2/20/2016 6:46 PM
318	Never saw collector re rating Need to include multiple stickers for items. In our experience, the item with the sticker was salvaged before collection, Therefore it would have looked like illegal dumping. Thankfully all collected.	2/19/2016 1:23 PM
319	I think it is a great service and much better than the previous system. Thank you.	2/19/2016 1:19 PM
320	Went ok	2/19/2016 1:18 PM
321	Nice Service. Thank you.	2/19/2016 1:13 PM
322	Seems as though the streets always have rubbish out instead of just one time a year.	2/19/2016 11:10 AM
323	Don't like booking hard waste go back to old system much better!	2/19/2016 9:40 AM
324	Great service will use again would love to increase to 3 collections per year if possible. Thank you	2/19/2016 9:36 AM
325	It's nice not to see the kerbs littered with junk as was the case with the annual collection date.	2/19/2016 9:34 AM
326	Booked online Need both voucher and pick up! - vouchers should not expire! and should be sent.	2/19/2016 9:30 AM
327	Personally it does not work for people who work , in my case my husband works odd shifts. We think the system we had prior to this is way better and would appreciate if the old system of collecting rubbish comes into effect. Note: my husband had to take a day off to make sure we put it out just well within the 24 hours.	2/19/2016 9:28 AM
328	It went well, but I much prefer the annual collection, which allowed me to collect waste wood	2/19/2016 9:23 AM
329	Didn't know about it until now. Perhaps more advertising ie in shopping centres - not just the local paper - which lots don't read. Also what's a waste voucher??	2/19/2016 9:19 AM
330	Excellent service (Thank you).	2/19/2016 9:08 AM
331	A note to cover our experience. We are 2 elderly men at 62 Northern Ave and we misunderstood what was required of us. a. We applied for voucher 1869A and received it. b. We contacted Adelaide Waste and Recycling and were told we didn't need voucher. c. We arranged a delivery time which needed be changed. Later we were contacted but changed time suited us so we went ahead. Everything as excellent If we have inconvenienced anyone we apologise We are grateful for the assistance	2/17/2016 3:29 PM
332	A very good and convenient and reliable service - keep it going!	2/17/2016 3:23 PM
333	...this service is ideal for blocks of units where illegally dumped goods can be a problem...i booked a hard waste collection day & then informed all unit residents (10) of the day & time along with information on the requirements of this service...most residents contributed to the collection & another unit resident will probably book a day for next month. also, thank you to the men who came to collect our waste as they agreed to carry out a bed etc from 1 of our stairwells (which we had been unable to carry to the kerb the previous night due to a lack of man power)	2/17/2016 10:44 AM
334	Worked well for me.	2/16/2016 12:37 PM
335	Just thankyou for a wonderful service	2/16/2016 12:34 PM
336	Unfortunately someone dumped a large gas bottle on the kerb which Solo did not collect (understandable)	2/16/2016 12:33 PM
337	Spoke to Jean	2/16/2016 12:24 PM

At-Call Hard Waste Collection Survey

338	Was booked for pick up on the 09/2/16 put out 24 hours previous, not picked up till 11/2/16 after making numerous calls daily This was my second collection service in six months - The first was excellent.	2/16/2016 12:18 PM
339	If the waste are collected early in the morning, it will be better then.	2/16/2016 12:09 PM
340	Plan to use one more collection	2/16/2016 11:33 AM
341	Booked online Excellent service	2/16/2016 11:31 AM
342	I thank you for collecting my items	2/16/2016 10:41 AM
343	A 2 cubic metre limit can be very impractical re large items to dispose of.	2/16/2016 10:38 AM
344	Booked email/online My only issue was they didn't show up on the designated day. I had to ring to remind them. But they came out the following day and took everything which was fantastic. I have used a similar service in another council area and they would ring first to check whether the date suited you, then would send out a letter to confirm.	2/16/2016 10:37 AM
345	More local messenger advice on the booking service.	2/16/2016 10:33 AM
346	disgusted that will not pick up a cement pottery pot (garden) and a broken garden pot how am I supposed to dispose of them.	2/16/2016 10:28 AM
347	Lived in Port/Enfield council previously and used it often	2/12/2016 6:43 PM
348	Great initiative. Hope it continues.	2/12/2016 2:40 PM
349	Thanks for the great services	2/12/2016 2:39 PM
350	The previous method of having a hard waste collection doing different areas on different weeks was much better. I worry about elderly or frail residents who may have difficulty using both phones and internet booking services. Looking around the streets lately there seems to be more illegally dumped waste than there was under the previous method. Please go back to the annual collection which didn't require booking - it was easier to prepare for and well known among residents. Many other councils continue using this method. I imagine requiring people to book is probably a cost cutting measure, since most people won't book.	2/12/2016 9:09 AM
351	1.As I was the only collection in the street the pile was disturbed by "collectors" when everyone in the street had hard rubbish 2.By booking a collection at a time convenient to me was more efficient as it worked around when it was convenient to me.	2/11/2016 10:51 AM
352	It is much better than a "Hard waste collection week". We can use it as per our need and hard waste management is in our control now. When there was old system, sometimes we were not ready at that time of year and when that time has gone without using it and later we needed it but no option.	2/11/2016 10:44 AM
353	8 week wait Still had to contend with 1am disruption in front of our home by independent recycler.	2/11/2016 10:36 AM
354	Keep it going, its great.	2/11/2016 10:34 AM
355	Keep it up	2/10/2016 12:32 PM
356	This service is much better and roads not filled with rubbish. Also- no more people rifling through rubbish causing footpath and road hazards	2/10/2016 12:15 PM
357	A very good idea.	2/10/2016 9:20 AM
358	I think for the future, its better that we have it 1st week of September as part of Council's "Spring Cleaning" 2 week(s) P.S. I prefer the once a year old service.	2/10/2016 9:18 AM

At-Call Hard Waste Collection Survey

359	Particularly liked the fact that the rubbish was picked up on the day booked and still neat and tidy as people had not had the chance to go through it often when the rubbish is sitting there for days we have to go out and repack everything at night, pick up and package broken pieces as it would otherwise be unsafe on the footpath. I'm happy to wait a few weeks after booking if it means the hard rubbish is picked up on the day of the booking.	2/10/2016 9:09 AM
360	We are really happy for the service of our hard waste collection. However, we still want a bulk hard waste collection ie the previous years.	2/10/2016 9:03 AM
361	Very easy to book. Friendly helpful staff. Would use again if I was there.	2/10/2016 8:59 AM
362	Much better service than when done for whole street as it discourages people driving around collecting.	2/10/2016 8:57 AM
363	The only issue we had was people putting illegal waste on our legal waste and then we had to follow that up!	2/10/2016 8:52 AM
364	8 week wait. A long wait, but great service.	2/9/2016 2:42 PM
365	4-5 weeks too long to wait. Hated having to wait for pick up. I realise there were others wanting to have waste picked up but I prefer old system. We could put out as much as we needed to, this way we had to spend a lot of time to cut down boxes and packing stuff to make the 2 cubic metre qualification and even then we still had more. I also think that we should get a voucher to go to the dump, not as it is now. As much as we try to recycle, manufacturers put so much packaging around products. PS no company wants to collect recycled packaging. IE cardboard/Styrofoam.	2/9/2016 2:33 PM
366	It was great to book hard waste when I was ready to use instead of delegated dates.	2/9/2016 2:21 PM
367	Not sure why the service doesn't accept wooden pallets?	2/9/2016 2:10 PM
368	10 weeks noted as wait	2/9/2016 2:01 PM
369	Rating of service by collector 0. Extremely poor experience. Prefer yearly waste collection. Did not call back when waste all not collected.	2/9/2016 1:56 PM
370	Works- Eliminates trash build up in suburb	2/9/2016 1:54 PM
371	4 weeks wait for collection due to my decision. I rang Solo, and thanked them for their great service.	2/9/2016 1:52 PM
372	It is a great idea, but the time frame is way too long. I was expecting it to be within the week or maybe the week after.	2/9/2016 12:00 PM
373	It is absolutely ridiculous. Our council area is seeing more illegal dumping, more build up of waste in visible areas of properties because you have cancelled our hard rubbish time. Residents don't put in the effort to clean up their properties because that deadline for things to get picked up doesn't come. Our suburb in particular sees almost 2 residences on the street illegally dumping because they don't want to put in effort to get pickup. Additionally so many properties are building up crap on their front verandah instead of tidying up and it is affecting property prices in the area. Additionally it costs us as rate payers more because we are paying labourers to be available all year to do this rather than only hiring staff for the couple of months that it takes to the whole suburb. Additionally local organisations are missing out. We would go around and collect resources we needed for our programs during the hard rubbish collection time. We are losing this resource if you get rid of set hard rubbish collection times. The local charities are missing out on collecting their furnitures too.	2/7/2016 1:19 AM
374	Should be available more often. Less likely hood of debris being left on footpaths	2/4/2016 2:15 PM
375	It was quick and easy.	2/4/2016 9:34 AM
376	Worked very well.	2/3/2016 11:47 AM
377	Really good system, good information notes, I had a good lean out. Thanks.	2/3/2016 11:44 AM

At-Call Hard Waste Collection Survey

378	I don't like the trial hard rubbish collection, prefer how it used to be.	2/3/2016 11:41 AM
379	An excellent service - the only way to go in my opinion	2/3/2016 11:00 AM
380	It's ok but I think I prefer the designated area has a set day/s - then all junk is out and gone within a day or so?	2/3/2016 10:56 AM
381	Love not having rubbish all over the neighbourhood for weeks at a time.	2/3/2016 7:57 AM
382	It would be nice to have the option/choice of preferred collection days as it is difficult to organise help to move rubbish (ie would you prefer Mon/Tues etc).	2/3/2016 7:56 AM
383	I did use and like the annual collection because I could arrange help with putting it out.	2/3/2016 7:50 AM
384	It worked well. Thank you!	2/2/2016 3:45 PM
385	No, it went well, I'd say keep it.	2/2/2016 10:05 AM
386	I prefer the previous collection way. However I do think the twice collection per year allowance is so much better!! Also, some of the rules for collections were too much! and unrealistic (e.g. tied up tree prunings in bundles (max 30cm diameter) In many cases people wont be able to do that (Eg. injury, elderly, disability etc). I do appreciate the collectors did picked up all of the tree branches for us regardless Thank you very much!!	2/2/2016 9:55 AM
387	Worked as it should.	2/2/2016 9:48 AM
388	The booking process is very quick and easy.	2/2/2016 9:47 AM
389	One collection initially however I will be rebooking second collection. Very thorough Please keep this hard waste collection going in the future.	2/2/2016 9:40 AM
390	Excellent service on the day mattress picked up 2 days later. Well done. A great service	1/29/2016 2:34 PM
391	Good service do not have to wait for 1 year. Street become cluttered with rubbish.	1/29/2016 2:26 PM
392	Unsure re collection experience , wasn't home	1/29/2016 2:23 PM
393	Booked online	1/28/2016 12:22 PM
394	It was so much better when we didnt have to call to book for a time for collection and the whole suburb got to take out the waste at the same time.	1/28/2016 12:19 PM
395	A great service- may thanks!	1/27/2016 3:36 PM
396	Goods not collected on booked date of 21/01/16 had to make phone call.	1/27/2016 3:34 PM
397	Lots trucks going to several houses in St old day one truck for all houses.	1/27/2016 3:25 PM
398	Would rather option to use waste voucher twice in year, IE 2015 and 2016 have own trailer.	1/27/2016 3:20 PM
399	Worked well.	1/27/2016 3:16 PM
400	I told my neighbors if they had anything to get rid of, all thought great idea and hopefully put a stop to illegal dumping. I am very happy with all the utilities provided by the West Torrens Council. Generally things get fixed within a few weeks. My personal situation has now changed. Living on your own with health problems, not being able to do the things I used to do, it is comforting to know if I do need help I can get help when ringing the council and they always tell me where to go!!(nicely) Have a great year	1/27/2016 3:15 PM
401	I believe that the service should continue after the trial period.	1/27/2016 3:00 PM
402	We had approx 20 pavers with concrete around them that we took ourselves to the dump. seemed pointless using the service when we had to also go ourselves.	1/27/2016 2:53 PM
403	I don't know its high level cost and how this method might improve recycling and lessen carbon output	1/27/2016 2:50 PM
404	Please keep it going and fining those who dump anywhere they please.	1/27/2016 2:43 PM
405	Please make it a permanent service much thanks	1/27/2016 10:01 AM
406	The mattress was collected the following day - was expecting it to go at the same time!.	1/27/2016 9:57 AM

At-Call Hard Waste Collection Survey

407	Didn't meet collector on day so not sure of rating. Fairly efficient - good to have sticker may prevent others "stealing" the waste before collected	1/27/2016 9:54 AM
408	Dear Councillor Haese I wish to lodge my displeasure re. The change of hard rubbish collection by the West Torrens Council. On contacting the Council to check the hard rubbish dates for this year I was informed of the changes i.e. ring and make a time. This system for a whole council area is totally inefficient and will cost us the rate payers more in council rates for a 'dial a household service'. Was there a consultation period for the rate payers - or was it just a case of a councillor thinking they know what's best and no consultation. > Council should be saving rate payers money not adding to it by introducing such a labour intensive repetitive collection. > I await your reply. > > Jean Muphy > Halsey Road > Fulham.	1/22/2016 2:47 PM
409	Think I'd prefer "the old" annual hard waste collection. One knows when that is so can prepare and be ready.	1/22/2016 12:11 PM
410	I have a great passion for recycling and hope this service improves the way waste is disposed of and not sent to landfill.	1/22/2016 12:09 PM
411	Just letting you know our collection was taken by another person even though we put it out late the night before.	1/22/2016 12:06 PM
412	All went well. Very happy.	1/22/2016 12:03 PM
413	To be honest I wasn't for it initially but after booking a service it was easy and reliable. I could put things out when I was ready Great Idea!	1/22/2016 7:54 AM
414	Hope this system works should be an improvement.	1/22/2016 7:37 AM
415	In my online booking, I said I'd probably want to have 2 mattresses picked up. In the end I had 1 mattress, and 2 heaters. I placed the mattress on the ground first, then the two heaters on top of it. The 1 label I was provided with was stuck to the heater (as it was above the mattress), and "1 mattress, 2 heaters" was written onto it. The mattress is still sitting on the curb, while the heaters seem to have been picked up. This is clearly unacceptable, as the mattress is the largest thing, and the initial impetus for booking the service. I will be leaving the mattress out in front of the property for it to be picked up as I originally booked. I expect there will be no fines for having hard waste on the curb, as by rights, it should have already been picked up by now.	1/20/2016 7:15 PM
416	Difficult with the requirement of 24-Hr curbside prior to pickup day, especially on a weekday.	1/20/2016 10:43 AM
417	I think the process needs to go totally online. Customers should be able to choose from a couple of dates of collection as were away when ours was collected therefore had to put it out two days early. Public holidays should not be offered too many people go away. Choice of dates for collection.	1/20/2016 10:39 AM
418	Some people put out a lot of things goes onto the footpath. This is a hazard for people walking.	1/20/2016 8:39 AM
419	It was raining on the day and I feared the cardboard boxes would break but the collection was in the morning and all went well.	1/20/2016 8:34 AM
420	Appointment 4 weeks due to being away. Could have been earlier if here.	1/20/2016 8:31 AM
421	6 weeks way too long!!	1/20/2016 8:26 AM
422	Limited to 24 hours prior to collection is too short. Should at least include a weekend. Previous method was 7 days prior.	1/20/2016 8:24 AM
423	3 weeks wait over christmas	1/20/2016 8:21 AM
424	I booked a date that suited me, when on leave.	1/20/2016 8:19 AM
425	Well done	1/20/2016 8:18 AM
426	Guessing 10 weeks (This is ridiculous) Epic fail!	1/20/2016 8:15 AM

At-Call Hard Waste Collection Survey

427	Too much to ask/demand items to only be placed out the night before. Should be given more time at least the weekend before pickup day. This is because their are families which work until late the day before collection or elderly resident require assistance from family members but the time restriction makes it very difficult. Thank you for the opportunity to feedback	1/20/2016 8:08 AM
428	Re question 1 part 3 . I booked collection by email, so spoke to no one so cant answer customer service part.	1/20/2016 8:01 AM
429	Good service. I booked my hard waste collection through West Torrens Council.	1/20/2016 7:56 AM
430	Old method allowed for upcycling and community redistribution - New method gets crushed and dumped. Unsustainable practice!!!	1/20/2016 7:51 AM
431	Yes, it was good service	1/20/2016 7:41 AM
432	Cant remember how long wait was ,was over a month Really liked it!	1/19/2016 3:59 PM
433	The limit of 2 cubic metres was not quite enough for us and we will probably need to book another collection.	1/19/2016 3:57 PM
434	Quite convenient and no fuss, straightforward	1/19/2016 3:48 PM
435	why	1/19/2016 3:23 PM
436	The booking system is very convenient and the hard rubbish collection is a fantastic service. Thank you very much !	1/18/2016 1:46 PM
437	I was very pleased with the service particularly as I could choose the date and time for pick up . I also like the fact that we could put out our rubbish one day and it was collected the very next day thus avoiding all the poachers doing drive passes . Visually for our street it doesn't look too bad with only one house at a time leaving a mess on the pavement . I certainly would choose this process again . Well done	1/18/2016 9:53 AM
438	Despite electrical items being put out less than one hour before dark on the evening before the collection, during the night thieves cut off 3 electrical cables with plugs.	1/16/2016 2:53 PM
439	3 weeks Christmas break not a problem great idea, very convenient and easy process	1/15/2016 12:45 PM
440	Returning this survey after first usage. Booked online received a letter. Wait not good booked in November. Yep. Think it is entirely unreasonable to limit placing items at kerb to under 24 hours before pickup is due- one week prior to pick up is far more reasonable. I personally could not adhere to this limitation- nor would it ever be feasible to predict, with the current booking system when this might ever be possible. But putting items out does encourage additional dumping by others in your won rubbish. On the whole, while I generally like the principle of booking hard refuse pick up only when it is required, I don't like the lead times between booking and pickup date, or the 24 hour limit on putting items on the kerb, or the unpredictability of the date you will be given. Either choose a system that allows us to select from a set of available dates or ditch the system. I also note that ,as a ratepayer, I have no objection to the previous system and its added benefit of facilitating local re-use and recycling - council might not like it but I think it worked for residents. P.S. When booking the service I had to nominate what would be in it- but its unrealistic to know precisely what will be going out prior to pickup weeks later.	1/15/2016 12:41 PM
441	Its good for community. Thanks a lot.	1/14/2016 1:49 PM
442	the annual collection was good too, not sure why it stopped?	1/14/2016 1:45 PM
443	Previous once a year collection probably better (less "hassle" phoning etc).	1/14/2016 1:36 PM
444	Seriously 6 weeks ?. When I was given verbal consent on phone to get voucher I stockpiled rubbish to take to the tip then had to wait 6 weeks with it at front due to refusal. P.S the excuse given for refusal was that only garden waste was for voucher use and that is totally ridiculous!.	1/13/2016 3:30 PM

At-Call Hard Waste Collection Survey

445	Thank you for the prompt service.	1/13/2016 3:17 PM
446	I'd rather have it the old way	1/13/2016 3:15 PM
447	Prefer annual pick up. Too much put out without booking.	1/13/2016 3:13 PM
448	General Public going through pick up maybe a call half hour before collection would help	1/13/2016 3:12 PM
449	An excellent service	1/13/2016 3:10 PM
450	Only that other people in street dumped some of their rubbish on mine.	1/13/2016 3:09 PM
451	Wait approx. 8 weeks Thank you	1/13/2016 3:06 PM
452	Noted as 9 week wait	1/12/2016 2:40 PM
453	Would prefer it to continue rather than revert to annual collection	1/12/2016 2:37 PM
454	Waited Few weeks Negative I don't like the fact that rubbish is randomly around the streets all year round. Positive No one had the chance to pick through Rubbish and throw it around after carefully palcing it in a neat pile.	1/12/2016 11:48 AM
455	Is all hard waste crushed rather than recycled? Good chairs, furniture were taken by 'passersby' rather than crushed.	1/11/2016 4:07 PM
456	Impressed that it was gone by 8am - took everything, including very long items. Thank you!	1/11/2016 4:04 PM
457	Very efficient, quick. Customer Service operator was fantastic and polite.	1/11/2016 4:01 PM
458	Great idea, but did notice there were items in the morning which were not mine.	1/11/2016 3:58 PM
459	Previously lived in Unley Council where booked pickup occurs. Works well - keep it going please. Thank you.	1/11/2016 3:55 PM
460	N/A	1/8/2016 1:48 PM
461	Did not receive a "waste voucher". Also we prefer the yearly neighbourhood waste collection.	1/8/2016 1:27 PM
462	7 week wait.	1/8/2016 1:25 PM
463	We found that other people added their rubbish to our pile (without permission) because it was out the night before. I don't think this happened so much when there was a set day for the whole area to put their rubbish out.	1/8/2016 1:24 PM
464	Very good.	1/8/2016 1:20 PM
465	Yes, we don't like it. Day did not suit us as we work.. We had to rush to do it late into the night not happy. The old way at least we had the weekend before. New way I could not pick my day. Now as a result we had other rubbish dumped by persons unknown as a result items were left for us to deal with which were not ours. Also maybe not everyone books so the entire area has rubbish at different times so wherever you drive or walk someone always has rubbish around. This really brings down the tone of the area. Please reconsider going back to the old way. 1 week, 2 tops in a year for hard waste around the place rest of the year clean. Regards Maria.	1/8/2016 1:19 PM
466	Wasn't there to rate service of collector. Easy online booking. Keep it up.	1/8/2016 1:12 PM
467	7 week wait. Efficient service provided by the council being the only residents on the main strip in this area it has helped us immensely.	1/7/2016 11:12 AM
468	Apart from the usual fossickers leaving things untidy, very happy with the service.	1/7/2016 11:10 AM
469	No.	1/7/2016 11:01 AM
470	Does the rubbish get recycled at all? If I took it to the dump, would it be better for our environment - as its split up into materials there?	1/7/2016 11:00 AM
471	Next time I will put out the waste on the morning of collection to prevent marauders.	1/7/2016 10:57 AM
472	Old system much better, too long between booking and collection. Streets always look untidy in new system	1/7/2016 10:48 AM

At-Call Hard Waste Collection Survey

473	I cancelled and paid friend to take it away did not want the rubbish at home over xmas and new year	1/7/2016 10:43 AM
474	I would hope the waiting time would be less as time goes on.	1/6/2016 1:49 PM
475	Very disappointed in the change. Like the recycling aspect of the old hard waste collection. We had some good items that were no longer needed but were perfectly useable. Very disappointing to know that they were immediately destroyed by the compactor. Having a free regular hardwaste collection benefits the community by allowing people to collect items people want, reducing the amount of landfill. Please return to the old style of hard waste collection.	1/6/2016 1:45 PM
476	Very prompt and efficient service.	1/6/2016 12:09 PM
477	7 week wait too long	1/6/2016 12:04 PM
478	Adding old paint tins to the pickup list would be awesome, Always have trouble with them.	1/6/2016 12:02 PM
479	I think it was easier when the council had a hard rubbish month	1/5/2016 9:54 AM
480	Excellent service provided by our council . Makes sure one doesn't miss their hard waste collection and reduces scavenging. Thank you.	1/5/2016 9:52 AM
481	It was efficient and effective and better because there wasn't rubbish all down the street.	1/5/2016 9:50 AM
482	Yearly collection suitable. New system structured and limiting	1/5/2016 9:44 AM
483	good because I can use the service twice a year, thank you.	1/5/2016 9:01 AM
484	A great idea very successful saves heaving streets full of rubbish at one time	1/5/2016 8:59 AM
485	I actually prefer the once a year collection from kerb as many items would be taken and therefore reused.	1/5/2016 8:57 AM
486	Can have 2 collections a year enabling me to dispose of whitegoods as necessary throughout the year rather than cluttering shed for 1 year.	1/5/2016 8:47 AM
487	I didn't enjoy having my yard full of stuff for 6 weeks. It was a bit long to wait.	1/5/2016 8:44 AM
488	Having accepted a pickup for 22/01/16 I was contacted and offered a pickup on 02/01/16.	1/5/2016 8:42 AM
489	Excellent	1/5/2016 8:34 AM
490	Very good service, no mess around timely pick up	1/5/2016 8:27 AM
491	A slightly better service would be nice. Two weeks seems reasonable, not four.	1/4/2016 2:56 PM
492	well done the council	1/4/2016 10:18 AM
493	Excellent service and minimal scavenging.	12/31/2015 8:28 AM
494	The collection is not done yet - will be on 20-1-16	12/31/2015 7:57 AM
495	Possibly make it 3 cubic metres	12/31/2015 7:52 AM
496	Was annoyed cardboard wasn't picked up. Also as we were the only people on our street who had a collection on that day a lot of waste was dumped next to our pre organised collection, including cardboard which we didn't put out. People we spoke to said they had rung up for collection but the next collection date was too far away.	12/31/2015 7:49 AM
497	Really good idea as we did not have to wait to put out hard rubbish, but rather book when really needed. Great idea.	12/31/2015 7:43 AM
498	An earlier collection would be better as we had to keep an eye out so people wouldn't park in front ie before business hours.	12/30/2015 3:58 PM
499	Having an old mattress around for a few weeks after getting a new one was a pain. For mattresses suggest quicker pick up time.	12/30/2015 3:55 PM
500	Should not have need two collections. Would have been more efficient if the remaining 5% of rubbish was taken!! Left because too much. PS Unley Sticker provided?	12/30/2015 3:52 PM

At-Call Hard Waste Collection Survey

501	An excellent idea - previously people would go through your hard rubbish and scatter it all over the footpath.	12/30/2015 3:45 PM
502	I was so very happy with the service, I had to call your council in regards to some items being left re other people adding to my collection explained I obeyed by your terms spoke to a lovely lady named Taylor she then spoke to her supervisor Stephen they took my phone number, within 1 hour the left over items were collected. Two lovely guys came to pick up the items I was just coming inside after thanking them and my phone was ringing. It was a charming man Stephen calling me to tell me what he had arranged . I said its all been picked up and said I was overwhelmed with such great customer service. Please, please thank you to everyone that helped me out the two guys who picked items up were fantastic. Cheers and many thanks to a wonderful crew and Council. Merry Christmas and A Happy New year Thank you a Job well done. Debbie Newman	12/30/2015 3:41 PM
503	It worked well and much better than before when the whole suburb was litter with rubbish a week before the date. There were less "hard waste pests" roaming the streets which was good The date given after my booking was a long way in advance. About 6 weeks or more. I think you should get a date no longer than 4 weeks after booking. The letter states you cannot put rubbish out more than 24 hours before pick up which meant I had to do it Sunday. This is	12/24/2015 8:55 AM
504	at call time and money wasting collection waited many weeks Unnecessary to rate service when booking Why should I care about rating service of collector Waste voucher more contrivances Stop wasting my/our time (and our \$\$\$) Annual hard rubbish collection is more efficient and sustainable and encourages reuse!!	12/24/2015 8:42 AM
505	Waited 8 weeks.	12/24/2015 8:39 AM
506	My hard waste grew like topsy with other peoples waste I cant control, as I was the only one having a collection. What if other people left uncollectables with my hard waste because I was the only one having a pick up. Would you help?. Margaret Baird. Solo came on the morning of my booking. They cleared everything and swept up.	12/24/2015 8:37 AM
507	I think it is a good idea , as waste is only out for a day and neighbourhood looks better than everyone doing it at the same time. Plus it stops all the people trawling neighbourhood taking everything!	12/24/2015 8:33 AM
508	Well done	12/24/2015 8:25 AM
509	I think the wait from booking to collection is far too long (5 and a half weeks)	12/23/2015 3:57 PM
510	Waiting time 10 weeks. My online booking was lost/ignored which I realised after a phone call.	12/22/2015 2:56 PM
511	Very efficient and convenient. Didn't get label in time. I rang on Friday to book and was able to have pick up on the Monday - Fantastic result.	12/22/2015 2:52 PM
512	An excellent idea.	12/22/2015 2:46 PM
513	Excellent service!	12/22/2015 2:45 PM
514	It is a good service provided. it should be continued good work!.	12/22/2015 2:44 PM
515	We would prefer the old waste collection system so all residents are at the same time.	12/22/2015 2:44 PM
516	Much better when booked individually instead of collection of whole suburb. Keep going.	12/22/2015 2:42 PM
517	I thought the waiting time for collection was long. I don't think a lot of people would bother waiting that length of time.	12/22/2015 2:39 PM
518	Good	12/22/2015 2:33 PM
519	It all went very smoothly, thankyou.	12/22/2015 2:32 PM
520	Very satisfied	12/22/2015 2:30 PM

At-Call Hard Waste Collection Survey

521	Very quick and very efficient. Thank you.	12/22/2015 2:28 PM
522	Waited 9 weeks Excellent came on day booked.	12/22/2015 2:26 PM
523	Well satisfied.	12/22/2015 2:23 PM
524	Better than everyone at the same time	12/22/2015 1:00 PM
525	Please bring back the old system.	12/22/2015 12:58 PM
526	Collected on next available scheduled collection in my area. Collected in the day we arranged/booked and site left clean. I co-ordinated hard rubbish from six of my neighbours in the one collection. We all had "some" and, put together, it made the booking collection worthwhile.	12/22/2015 12:55 PM
527	They came when it was touching 40 degrees : Now that's admirable!.	12/22/2015 12:52 PM
528	Not yet collected. Old system allowed for one free dump. Would have been happy to go to dump myself bit no longer available.	12/22/2015 12:48 PM
529	Staff were excellent and answered all queries well and in a professional manner.	12/22/2015 12:46 PM
530	Not really. Excellent service. Possibly offer a brick paint collection.	12/22/2015 12:44 PM
531	Very happy with the service. Thought the waiting time was rather long.	12/22/2015 12:41 PM
532	I like how easy it is to book online.	12/22/2015 12:39 PM
533	Prefer the old system. New system looks more expensive.	12/22/2015 12:37 PM
534	I relay don't see how this new scheme is really going to save money!.. Also it wasn't sold properly.	12/22/2015 12:35 PM
535	Great idea. Heavily used in the area, Council should continue arrangement to avoid illegal dumping.	12/22/2015 12:33 PM
536	1 collection so far , may need another	12/22/2015 12:31 PM
537	Didn't realise you could use this service more than once.	12/22/2015 12:30 PM
538	Very good idea !! Stops all the rubbish being strewn everywhere by people going through it!.	12/22/2015 12:28 PM
539	Please include Netley kindergarten and allow two hard waste pickups each year.	12/21/2015 6:09 PM
540	Thank you for the service	12/17/2015 3:38 PM
541	Great customer service - we couldn't put out items until pm on the day and rang them and came back for items - great service!!	12/17/2015 3:36 PM
542	Email reminders would be handy.	12/17/2015 11:49 AM
543	Very efficient method.	12/16/2015 2:27 PM
544	Please make this permanent. A web portal would be good.	12/16/2015 2:21 PM
545	The 'at call' is a fantastic scheme. The collectors came early so I didn't have others going through our collection.	12/15/2015 10:59 AM
546	Prefer past collection - annual	12/15/2015 10:56 AM
547	Great, convenient and much better than the fixed dates old service, on call much better less junk around.	12/15/2015 10:55 AM
548	Customer waited 8 weeks (not 6). Picked up too early in the day - before 8am? I did not have everything out on time.	12/15/2015 10:54 AM
549	Would like two collection service in a year. Thank you for a great service	12/15/2015 10:53 AM
550	Collection took 7 weeks (not 6). Plus they took the extra added o/night by someone unknown. Not a good idea. Prefer all at the same time.	12/15/2015 10:52 AM
551	It is an excellent service- The letter accompanying the label and this survey was helpful. I drew a guide of 6x4 in chalk on footpath to get an accurate idea of size allowed	12/15/2015 10:51 AM
552	It seems to have worked well. More people should use it and maybe stop the amount of waste material left in our streets	12/15/2015 10:49 AM

At-Call Hard Waste Collection Survey

553	Picked up on 7th great!	12/15/2015 10:48 AM
554	I think it is a better way to do hard rubbish because the streets don't look like the Bronx.	12/15/2015 10:47 AM
555	We found it VERY difficult to organise putting out the hard waste within the 24 hour limit as we all work full-time. Suggest that put out hard waste on the Sunday before pick-up. It was very stressful for us (and believe me we don't need any more stress in our lives!!!?)	12/15/2015 10:39 AM
556	Too long between booking and collection!	12/15/2015 10:34 AM
557	I would like to see it continue. In that way "hard waste" could be removed at more suitable times throughout the year	12/15/2015 10:33 AM
558	Easy online booking. Quick response and pick up. Much better idea. No messy untidy streets.	12/15/2015 10:32 AM
559	Good system	12/15/2015 10:30 AM
560	Items that will be collected is too restrictive.	12/15/2015 10:27 AM
561	It was a good service and trial. You did a good job!	12/15/2015 10:26 AM
562	Picked up on time - between 7:00am and 8:00 am on day of booking excellent.	12/15/2015 10:21 AM
563	All went well!	12/15/2015 10:20 AM
564	It is very clean and no rubbish in a street everywhere. It's very good like that. Thank you.	12/15/2015 10:18 AM
565	We had 2 mattresses, 1 TV and 2 cupboards. This would of easily fit into a 6x4 trailer. Your workers did not take half a cupboard and mattresses!. This is quite disappointing as the items would of not exceeded.	12/15/2015 10:17 AM
566	I think this is the right step the Council is making starting with trials first. Pat yourselves on the back because this is one fine service you are doing for the community. Hopefully hard refuse becomes more available to us in a more frequent manner.	12/15/2015 10:15 AM
567	Think it is a great way of doing it	12/15/2015 10:06 AM
568	Very efficient and helps to maintain a clean back yard	12/15/2015 10:03 AM
569	updates on where you sit in queue would be nice, otherwise you feel 'lost in the system'	12/14/2015 7:04 AM
570	Still waiting for collection	12/11/2015 9:42 AM
571	This was very helpful	12/11/2015 9:39 AM
572	It is a great trial twice a year would be good.	12/11/2015 8:54 AM
573	I don't like the kerbside rubbish when rubbish is out for over a week.	12/11/2015 8:52 AM
574	A booked collection is much better than the yearly hard waste collection	12/11/2015 8:49 AM
575	Easy! Thanks	12/11/2015 8:47 AM
576	given that it is booked some weeks into the future-maybe an email reminder as the date draws closer ?? (don't think I did get one)	12/10/2015 6:20 PM
577	October was fine but perhaps we could have a second month also.	12/10/2015 3:38 PM
578	I think its a terrible service. Its much easier all round to have one period a year, as usual.	12/10/2015 3:34 PM
579	Wasn't home to see collection so presume ok. Will be using voucher this week.	12/10/2015 3:25 PM
580	Requested specific date in advance	12/10/2015 3:22 PM
581	One person booking on street encourages others to put out.	12/10/2015 3:21 PM
582	Could we please have the fixed hard rubbish collection and one at call per year?	12/10/2015 3:16 PM
583	Few weeks wait. A much better system than having everyone's rubbish left kerbside for everyone else to rummage through.	12/10/2015 3:10 PM
584	Publicise this more wisely, especially to unit/flat dwellers in this area.	12/10/2015 3:08 PM
585	It seems to be very inefficient having multiple collections per annum in place of 1.	12/10/2015 2:57 PM

At-Call Hard Waste Collection Survey

586	I prefer the annual hard rubbish pick up	12/10/2015 11:02 AM
587	I believe a limit of collection per house holed PA would be reasonable and help to contain cost two is unnecessary. on line booking comprehensive info sent by contractor / council much appreciated	12/10/2015 10:59 AM
588	Excellent Drivers who collected. Overall the pickup worked. However putting out the rubbish was a bad experience. My partner was abused verbally by a guy who dumped rubbish on ours. During the night lots of other peoples rubbish was dumped on ours. I rang Solo to report that our hard rubbish hadn't been collected when I got home from work. The phone operator aid that they were still coming. (it was a hot day so I thought it may have been cancelled). I told the operator that other people had been dumping their rubbish on ours and I was warned that it was too much rubbish to collect. The operator said "you know you have two collections a year". I replied "why should I use my second collection for other peoples rubbish". She replied "that I would be fined if all rubbish wasn't collected and left on the pavement". Obviously she didn't care less about my compliant and enquiry. Luckily the 2 guys who collected the rubbish were understanding. They also said I wasn't the first person that this has happened to. They took all the rubbish and were really nice. I prefer the other system!	12/9/2015 3:58 PM
589	Was an online booking One item left behind - not sure why it was a plate from a BBQ? In some ways its good but when whole council collection is done It forces you to get your act together	12/9/2015 3:46 PM
590	I still like the 2 yearly bulk collection that came without having to book	12/9/2015 3:41 PM
591	May use a collection later as well. 4 week wait time was my choice For us it worked well and it is good not to see "rubbish" on the footpaths, as in previous collections, that can be there almost a week!	12/9/2015 3:30 PM
592	Cancelled collection. Emailed and asked how much it would cost to take it to the dump myself. Opened email but didn't responds. Poor service.	12/9/2015 3:22 PM
593	7 week wait. We are 100% pleased with Solo's Total waste collection. Early collection (0815) appreciated, before the "collectors" disturbed Hard Rubbish!	12/9/2015 3:19 PM
594	Good idea - except all the items I put out were picked up prior to official collection.	12/9/2015 3:11 PM
595	I much prefer the previous system. There are several reasons but the main one is the punitive approach to putting rubbish on the curb. If put out more than 24 hours we could be liable to a large fine. This is very hard for residents to comply with. This is an outrageous bureaucratic impost which as far as I am aware did not apply in the previous system. We could at least put the rubbish out on the weekend prior to pickup. I find such an impractical requirement and penalising residents typical of local government. Please revert to the previous system	12/9/2015 2:58 PM
596	I had to make 2 phone calls as the booking date they sent me had already gone!! The goods placed out for disposal would have been 'recycled' had it been the old system. I.e. Firewood, working electronics that the Lions would not accept. Almost every item that was placed out under the old system never made it to the Council trucks!!!! Please keep this in mind when deciding to keep the 'at call' system. Consult your ratepayers. We want the old system returned.	12/9/2015 8:38 AM
597	Good service congratulations.	12/8/2015 3:19 PM
598	Great service	12/8/2015 3:14 PM
599	What is a waste voucher?	12/8/2015 3:12 PM
600	Could be more efficient if you had an online booking system wait time was too long (1-2 weeks acceptable wait)	12/8/2015 3:05 PM

At-Call Hard Waste Collection Survey

601	Additional suggestions: I am a senior single female. I am not able to move or lift anything heavy. To get family help during the week is difficult (No earlier than 24 hrs). My suggestion: Allow seniors 48Hrs over weekend for Monday morning pickup Nothing else, I was quite pleased with the service. Thank you Jan.	12/8/2015 3:00 PM
602	It seems unreasonable to threaten ratepayers who have booked a service with penalties for putting waste out in advance of 24 hours. Given that no options are provided for a pick up date and taking into account that people work and have family commitments this leaves very little time or flexibility for ratepayers. In our case we ended up having to put out our times about 830pm at night which is frankly a WHS issue, noisy for neighbours and inconvenient. This service needs to be flexible to accommodate the users. As this is a trial council should be obliged to publish a public report on its usage and cost and efforts and costs associated with illegal waste dumping in the council area. Enquiries is spelt incorrectly on the green label. The collection part works well but the front end needs to be made more flexible for ratepayers.	12/6/2015 12:43 PM
603	The old way may be a bit messy for a while ,however,it must be more economical and and at least it is all collected.The trial is a dumb idea !!	12/5/2015 2:40 PM
604	Other people added items to my collection area , making it oversize for allocation	12/4/2015 1:02 PM
605	prefer the old system yearly	12/4/2015 12:34 PM
606	nothing that concerns us	12/4/2015 12:23 PM
607	Collected without forms etc previously . I don't really understand why the system was changed	12/3/2015 3:44 PM
608	Thank you, much appreciated.	12/3/2015 3:26 PM
609	no - everything was fine	12/3/2015 2:30 PM
610	waste voucher did not have one and had to wait 8 weeks for the collection	12/3/2015 2:25 PM
611	good idea collection when needed rather than one time a year	12/3/2015 1:33 PM
612	I didn't realise I have more than one option of two , Its a great idea - 4 weeks waiting period may be difficult for people moving interstate ect	12/3/2015 11:24 AM
613	Thank you very good service will book another within year	12/3/2015 11:24 AM
614	Would prefer previous years collection once a year	12/3/2015 11:23 AM
615	Full marks to the councils innovative means of collection	12/3/2015 10:59 AM
616	all good service	12/3/2015 10:50 AM
617	It worked very well - we will be happy to use the service in the future thank you	12/3/2015 10:47 AM
618	I think it should continue. More practical to call up for a collection when needed rather than having to wait until the same time each year in august for the once a year collection.	12/2/2015 11:43 AM
619	Waited 8 weeks Absolutely wrapped. Placed Hard Rubbish at 1700 day before and pick up right on 7Am brilliant	12/2/2015 8:35 AM
620	Bad Bad bad service shame on you council	12/2/2015 8:19 AM
621	I was very pleased with the speed of the collection. I still have the label will use next time.	12/2/2015 8:18 AM
622	Label does not stick to surfaces very well	12/1/2015 3:56 PM
623	The street didn't look untidy with people picking over waste before collection as it did before. It was good having a specific date for waste pick-up so you could put your waste out the night before like all the other collections. I know that it wouldn't really be picked over leaving other waste all over the street. I also like the thought of being able to use 2 pre-arranged hard waste collections per year.	12/1/2015 3:52 PM
624	If I had no choice I would book again but I saw no problem with the old system when our area had a designated week.	12/1/2015 3:48 PM

At-Call Hard Waste Collection Survey

625	Preferred the once a year scheduled collection	12/1/2015 3:44 PM
626	More than 24 hours should be allowed to put out waste i.e. the weekend before the scheduled collection.	12/1/2015 3:42 PM
627	Suggest you encourage neighbours to share a collection service	12/1/2015 3:40 PM
628	Keep up the good work!	12/1/2015 3:37 PM
629	For households like us, would it be possible to have the previous hard waste collection every other year, or even every 3rd year?	11/26/2015 2:39 PM
630	1. You should change the wording of the booking confirmation email. It says, "A customer service representative will be in contact with you shortly to confirm your booking." No one ever contacted me. I received all of the details via post. 2. Items were added to my hardwaste pile without my permission. There was no guidance on what should be done in those circumstances. 3. I would recommend the provision of more stickers. I put my sticker on the item least likely to be stolen.	11/25/2015 4:27 PM
631	Great to be able to book it in when you actually require the service - don't have to store unwanted rubbish for too long which is great	11/24/2015 12:42 PM
632	Booked on line on 15th October. Letter arrived 23rd Oct saying it would be CHRISTMAS EVE!! Cancelled that, next option was 7th January. We are away so now 14th January.... 6 WEEKS!! We had been waiting for the yearly Nov. collection. very little notice of change. Not impressed that we pay top Rates for a poor service.	11/23/2015 4:13 PM
633	I thank you for the waste collection it is amazing and there are no people going through the waste every night it is wonderful service. Thank you very much Noelene	11/19/2015 2:40 PM
634	I think the idea is more tidy put it out picked the next day, excellent	11/19/2015 2:37 PM
635	I was very happy with the service and I think the at call is at good idea	11/19/2015 2:30 PM
636	Thought it was good because you can book when ready for a collection, not just on a certain date	11/19/2015 2:23 PM
637	Good service, stops ugly junk around the place, good idea!	11/19/2015 2:19 PM
638	Great idea - easy and practical	11/18/2015 1:59 PM
639	Better for the street to have a booking system - this way street remains overall tidy; no constant passer-by's looking for bargains. Opportunity for two collections is very reasonable.	11/18/2015 1:55 PM
640	Think it is better to have the whole area putting out hard rubbish then people can browse though and save council from having to collect so much stuff.	11/18/2015 1:52 PM
641	Prompt collection gone by 11am	11/18/2015 1:50 PM

At-Call Hard Waste Collection Survey

642	I'm upset for a number of reasons: 1. There was no Hard Waste collection at all in the past 12 months prior to this "new" system. Very inconvenient. 2. We are a family where my husband is disabled and we have five kids. For this reason we wanted pickup on a Monday because we can get family help to put stuff out on a weekend But we were told (due to our suburb) it is only a Wednesday. Not good enough. 3. We have to book a month in advance (ish) so we had no idea the night before our pickup was going to be the worst weather warning for ages so my husband refused (because of gale force warnings) to put anything out. Then in the morning we had to try and put stuff out before work and school. Ridiculous!! 4. Now instead of having hard rubbish on our streets once a year we see it every week. Its terrible!. We would prefer once a year. 5. We are owners of 5 houses on our street yet when I rang to complain to council I was made to feel like we couldn't use the service because we were not the tenants. We pay the rates and rent fully furnished so the tenants don't have hard waste. We do!. 6. Although we have 5 houses on the street (& live in one of them) we did not receive notification of the new hard waste system. We found it on the internet. This should have been handled better. 7. Illegal dumping is still occurring. This has not stopped at all. 8. There should have been the ability to change dates (If you keep this silly system). 9. Where was the public consultation?	11/18/2015 1:45 PM
643	Well done	11/18/2015 11:13 AM
644	All Good.	11/18/2015 11:10 AM
645	Not impressed!.. How would you prevent neighbours from putting their waste next to mine and theirs not collectable?. One label is just not enough to identify all goods/waste from the owner who booked!..	11/18/2015 11:09 AM
646	I was a bit disappointed as they didn't take my basketball rink on a stand. Also some metal items.	11/18/2015 11:01 AM
647	Not happy as they didn't take everything that was left outside.	11/18/2015 10:50 AM
648	People still come and took away the stuff before collection. Didn't have much left. Neat Piles. They also made a mess when everything as packed neatly. Also other people put stuff to be collected. It does look nicer when there isn't hard rubbish on everyone's front yard.	11/18/2015 10:44 AM
649	I think it is an excellent service which we will use again probably regularly	11/18/2015 10:37 AM
650	Re stacked 5 times from houso scabs/pissed off!	11/18/2015 9:08 AM
651	Could surrounding houses be told that a collection is taking place so they could get their hardwaste out too?. Suggestion: Could residents be told of a date to contact council by to get a collection for the next month?. IE register before the 20th of the month for collection the following month. or register by the 1st of the month for that months collection	11/18/2015 9:01 AM
652	The service was excellent and worked well, will use it again and having a choice of time of year works well	11/18/2015 8:57 AM
653	I think this service works better than one a year	11/18/2015 8:54 AM
654	I support the trial because it prevents widespread cluttering of pavements during the week of collection as previously.	11/17/2015 1:28 PM

At-Call Hard Waste Collection Survey

655	The trial was a good idea but not many neighbours took the time to read the pamphlet as we have hard waste in our street without the sticker. Ours was booked for the 6th November which was placed out the day before and was promptly picked up the day it was booked for and not sitting out in the street for the whole week as was the case before where people looking for treasures would make such a mess when going through the hard waste. I must admit that we have been one of the treasure hunters and my husband and son have come home with some great treasures. So I think that would be missed by a lot of people.(we would knock on the door first and ask if we could go through their waste). We actually had that done to us when we had ours booked and a lawn mowe was taken. If someone can fix it and use it then good on them. That all being said would I use the booking system. I am in two frames of mind when it comes to treasures people would miss out on the fun of it but then the mess left behind is a problem for the collector and time consuming if not an eyesore for our street. Still undecided. My husband is in the frame of mind that it is a waste of taxpayers money going backwards and forwards in the same street. It should be done once only. My neighbour had his booked for the 20th Nov which wasn't picked up for about three weeks so wasn't sure what the problem was there. I guess ours both could have been picked up at the same time.	11/17/2015 12:29 PM
656	I find it hard to believe that this is a cheaper option, and everything will go into hard rubbish instead of some items being recycled by neighbours. The rubbish was out for two days	11/17/2015 12:17 PM
657	Bookings in the future would be much easier and better	11/17/2015 12:13 PM
658	I was concerned about the public thinking it was their right to remove our gear and make a hell of a mess which covered our driveway and the road. I had to clean the area up 2 times. Not happy.	11/17/2015 12:07 PM
659	I preferred the once a year scheduled hard rubbish collection.	11/13/2015 3:03 PM
660	I think the wait between booking and day of collection was too long	11/13/2015 8:10 AM
661	Put it back the way it was	11/13/2015 8:03 AM
662	Should go back to the hard waste time it was	11/13/2015 8:00 AM
663	I would prefer to have the option to put my waste out on the Sunday prior. Wednesday night is very difficult.	11/13/2015 7:52 AM
664	"At call" great idea.	11/13/2015 7:47 AM
665	Perhaps offer a separate green waste pickup for larger garden items (ie branches, stumps) not able to be disposed of normally?.	11/13/2015 7:43 AM
666	***** feedback provided to Cr Rosalie Haese 04/11/2015 via email not a completed survey May be duplicated if resident also adds a survey***** Subject: West Torrens Council experiment-hard rubbishy collection Hi Rosalie Hope all is good with you. Just thought I would let you know, I just rang to organise a hard rubbish collection- next available date is 21 Dec! Today is 4th November. That is a long time if someone was preparing to put house on market etc. I support the old system of nominated dates for various suburbs. Just some feedback for you Cheers Jayne Stephens - Ashburn Ave. Sent from my iPad	11/12/2015 10:43 AM
667	Must be costing ratepayers more than the old system - Almost forgot to put it out it was that long to wait	11/12/2015 8:40 AM
668	Thank you	11/12/2015 8:36 AM
669	Prefer last years pick up of Hard Rubbish - It helps some people get "things" they cannot afford to buy in shops. I cannot see how this way (booked collection) is saving the council money!!	11/12/2015 8:30 AM
670	Very happy with service would like to see it continue - Thank you	11/12/2015 8:27 AM
671	Good service- neighbours added to rubbish	11/12/2015 8:19 AM

At-Call Hard Waste Collection Survey

672	Works well, collection arrived early and didn't have peoples going through everything.	11/12/2015 8:07 AM
673	Not sure how expensive it is for the collector to come back on at least two occasions to collect neighbours waste in the space of a month.	11/11/2015 11:58 AM
674	Still would like it to go back to the old way, but this was a very good service. Thank you.	11/11/2015 11:52 AM
675	Booked by landlord	11/11/2015 11:47 AM
676	Excellent Service!!	11/11/2015 11:45 AM
677	Some non bookers secretly dumped some material on my lot.	11/11/2015 11:37 AM
678	Great Idea, hope works out and saves money!. Even though I indicated my collection included metal, an opportunist collected it all (he passed by three times!).. He was handy though took an old car battery off my hands. Not sure if this fellow was part of the official scheme?. Like this approach because: 1. Streets not filled with stuff 2.No opportunist messing tidy piles 3.No numerous opportunists vehicles prowling the streets (sometimes as late as 10:00 pm).	11/11/2015 11:36 AM
679	Will definitely book again. Great idea.	11/11/2015 11:31 AM
680	The day the rubbish was supposed to be collected (Thurs), the truck did not come. On Friday the truck did not come.. I called the council and they said the truck did come but no rubbish was on the sidewalk. This is absolutely untrue. The rubbish was taken out two days before. The truck driver either lied or went down the wrong street. The truck finally came the week the week after but by then the rubbish had doubled. Other neighbours put their rubbish onto ours. When the truck came, it took only half the allowed amount of rubbish. I called the council but did not fall on sympathetic ears. I had to put the rubbish back inside my house and rebook my second rubbish collection..... Not happy. I should really get back one rubbish collection.	11/11/2015 8:41 AM
681	Very good. Thank you.	11/11/2015 8:22 AM
682	This is a very good idea. Hopefully it will help to stop illegal dumping.	11/10/2015 3:47 PM
683	To maybe put out notices of incoming collection in your street would they like to add their household to the collection route	11/10/2015 3:31 PM
684	It is much better to notice the residents the collection period. Then people can find some treasure from the waste then collect by council or whoever	11/10/2015 3:23 PM
685	The negative experience I had was that other people were dumping their rubbish onto my rubbish	11/10/2015 3:20 PM
686	Very good	11/10/2015 3:12 PM
687	Although the collectors couldn't help it, they inadvertently left the road in the front of our home covered in large pieces of broken glass.	11/6/2015 6:33 PM
688	I think this is a fantastic initiative. Thank you!.	11/6/2015 3:58 PM
689	Try to arrange after normal garbage collections. I did everything required but system did not work. Had to tidy goods twice. Typical Council set up. Non users should put items on kerb. Rang after 24 hours said driver could not find address-needs a gps. This scheme is useless. Cannot know when goods will be picked up. Goods end up scattered by collectors. Neighbours not happy!.	11/6/2015 3:57 PM
690	Please pick up or notify people of rubbish in street put out by people who think there is a general rubbish collection in process. There has been gear in the street since 1 October.	11/6/2015 3:50 PM
691	Address noted on survey was 6/29 Forest Ave Black Forest.	11/6/2015 3:48 PM
692	I think it is a great idea, saves the street being full of rubbish!.	11/6/2015 3:45 PM
693	Booked online. Worked well.	11/6/2015 3:36 PM
694	I would prefer the old way of hard rubbish as most of my house is hard rubbish. Someone else's rubbish is someone else's treasure	11/6/2015 3:34 PM

At-Call Hard Waste Collection Survey

695	Very good	11/6/2015 3:30 PM
696	The service and people were really great. Thank you very much.	11/6/2015 3:21 PM
697	Personally for this address it was a positive experience. Quick and easy Thank you.	11/6/2015 3:18 PM
698	If I booked online then it would be good to be able to have the rest online rather than wait for bits of paper to arrive	11/6/2015 3:15 PM
699	Happy	11/6/2015 2:25 PM
700	Just as a side note, we put out waste the night before and people still came and left things.	11/6/2015 2:18 PM
701	Not about the trial. However it would be good if there was a separate collection for small concrete building materials/liquids/old paint.	11/4/2015 12:52 PM
702	It is a pity that some neighbours saw fit to dump their rubbish overnight, rubbish that was non conforming. This then meant we needed to make a number of phone calls to get this removed disappointing.	11/4/2015 12:50 PM
703	If you can add more items to be collected like tyres empty paint cans etc	11/4/2015 12:40 PM
704	Great idea!. Hard Rubbish all down street looks terrible. Better flexibility.	11/4/2015 11:28 AM
705	Under the old system potentially useful items could be salvaged for reuse. With the new system there is no chance to salvage and reuse items because it gets compacted. We had a wooden cabinet that was reusable but the wooden knobs wouldn't stay on. We rang the Salvos but they didn't want it because of the knobs. So we prebooked a collection. The compactor came and reduced the cabinet to splinters. At the same time a glass item previously collected shattered out of the compactor onto the road and they just left the scattered debris there. I went out and saw broken glass, shards of cabinet and nails over a 5ft by 4ft area which I then swept up.	11/4/2015 11:14 AM
706	I Booked online and didn't receive any confirmation. Waste of time. I prefer the old system- crap everywhere for one week. Now there will be rubbish continually on someone's footpath all year round. How is it economical for a truck to be picking up rubbish individually, instead of one week?. Because our Hard Rubbish was collected annually in September we would always get organised in August. Now where going to have to remember to book. And No earlier than 24 hours prior to collection.? My pick up was a Tuesday. I wen to work on a Monday. It took all day Saturday to organise our Hard Rubbish and all (most) of Sunday to put it on the footpath. I had commitments Monday night- When would I have had time if I didn't do this on the Sunday?.	11/4/2015 11:05 AM
707	This survey is not adequate to assess the hard waste collection. The service was not considered acceptable	11/4/2015 10:51 AM
708	I think the new system is a little ridiculous. I think a better plan would be to have 1 collection per year for the suburb (how it was previously done) and then 1 'at call' collection for another time during the year per house hold. I also had a plastic pallet that was not collected but only wooden pallets are on the not collected list.	11/3/2015 6:13 PM
709	Excellent facility	11/3/2015 2:39 PM
710	Great Service	11/3/2015 2:31 PM
711	Great idea. Knowing that I could book another if I forgot some things is good. Collector came early in Am which is very handy thank you.	11/3/2015 2:25 PM
712	Excellent hope it continues	11/3/2015 2:13 PM
713	No.	11/3/2015 2:08 PM
714	Booking collection is better than previous method	11/3/2015 1:55 PM
715	Other people used my pile for their rubbish after I had mine picked up someone dumped a pile of rubbish opposite my place.	11/3/2015 8:19 AM

At-Call Hard Waste Collection Survey

716	3 week timeframe by choice everything was on time	11/3/2015 8:16 AM
717	Fast Thanks W Torrens	10/30/2015 2:02 PM
718	I prefer this way as hard waste is on footpath for less time thank you very much for assistance	10/30/2015 1:58 PM
719	It is so expensive to take stuff to dump or pay for a bin. Also as I am getting older it is hard work!..	10/30/2015 1:54 PM
720	Well Done	10/30/2015 1:50 PM
721	Yes saves rubbish sitting out front for sometime. No Hawkers!	10/30/2015 1:44 PM
722	I think its great	10/30/2015 1:42 PM
723	Waited for collection over 2 and a half months service on line Slow over two months too long They are coming in DEC 7. Go back to having it like yearly oct like other councils. Not happy with this trial lots of pensioners don't know when to take the rubbish out and cant afford extra phone calls They have complained to me a lot. (Margaret delete this line but booking I called Solo and asked booking was made on 20/10)	10/30/2015 1:40 PM
724	Apologies had about another eight items all were taken by persons before collection seemed a waste of your time surprised at junk taken	10/30/2015 1:26 PM
725	Excellent first time on Nov 24	10/30/2015 1:23 PM
726	Very Efficiently done - Thank you!.	10/29/2015 3:16 PM
727	I agree with the trial	10/29/2015 3:11 PM
728	Good Idea. Instead of waiting until september	10/29/2015 3:01 PM
729	On the green label "enquiries" is mis-spelt	10/29/2015 11:54 AM
730	Unclear why two letters sent. Issues with Additional Non compliant items added to our collection. Appears to have confused neighbourhood other hard waste now on street for collection!. Has the new trial been announced by mail?.	10/29/2015 9:25 AM
731	We booked according to letter all good. All good.	10/29/2015 9:22 AM
732	Have noticed no one in our street used "at call". People I have spoken to prefer old system.	10/29/2015 9:14 AM
733	Really like being able to book the service rather than waiting for a general collection. We put our waste out the night before. Unfortunately most of it had disappeared by morning leaving very little left to be collected.	10/28/2015 5:39 PM
734	Unclear why two letters sent Issues with additional non compliant items added to our collection Appears to have confused neighbourhood other hard waste now on street for collection has the new trial been announced by mail?.	10/28/2015 5:01 PM
735	brilliant, must keep this service	10/28/2015 4:54 PM
736	On line booking very easy. More advertising about the changes I only found out when I searched and my neighbours were unaware. PS Thanks!	10/28/2015 4:53 PM
737	Very Satisfactory	10/28/2015 4:49 PM
738	Re service provided info provided in letter was good I wasn't home when it was collected but done on date stated. This is a necessary service Booking a specific collection is easy and provides flexibility on the timing.	10/28/2015 4:44 PM
739	I liked the old system better	10/28/2015 4:41 PM
740	A good job- Half the stuff I put out was taken by "locals" before the waste truck arrived!.	10/27/2015 1:28 PM
741	Much improved method. Hard waste rubbish is controlled better than before. Waste is not being dumped on the streets as previously. Also is much safer.	10/27/2015 1:23 PM
742	The fixed day (Thursday) makes organising time to put the rubbish out <24 hours because I have a job!!	10/27/2015 1:16 PM

At-Call Hard Waste Collection Survey

743	Prefer usual hard rubbish collection rang to enquire about date to be informed of new trial. Hard when only allowed to put out 24 hours ahead. Not always person to lift heavy items. Weekend would have suited better to put out.	10/27/2015 1:08 PM
744	As expected items were taken from the time the goods were put out and collected	10/27/2015 1:03 PM
745	It is good.	10/27/2015 12:57 PM
746	Easy to organise, very efficient service	10/23/2015 3:21 PM
747	booked online	10/23/2015 3:16 PM
748	The waste was not collected on time, 3 phone calls and 1 week later	10/23/2015 3:15 PM
749	Pick up crew Petty and use wrong vehicle (Tray Top) cant lift bigger stuff etc	10/23/2015 3:03 PM
750	We were booked for our collection on the 14/10 we had two items out the front on the day (cabinet and TV) The collectors took the cabinet but not the TV. I rang Solo the next day and they advised they will collect on the Friday. By Friday afternoon I called Solo and they advised there was a problem with the e waste truck and that it would be collected on Monday am. By the wed 21/10 I rang again and they advised they are in the area on Wednesdays. Not sure why they did not collect last Wednesday when service was booked.	10/23/2015 3:00 PM
751	It's a great initiative We will use the service again in the future I'M sure. Thank you.	10/22/2015 1:02 PM
752	Great Service Thank you so much for this convenience	10/22/2015 12:56 PM
753	Worked well but the cost comparison will be interesting	10/22/2015 12:48 PM
754	Good Idea. Wife said great idea	10/22/2015 12:45 PM
755	Old way was better	10/21/2015 5:13 PM
756	A lot of extra rubbish was left with ours	10/21/2015 5:12 PM
757	Although the booking process was simple there is only a short time frame to put our waste out (24hours) the previous service allowed for more time	10/21/2015 5:08 PM
758	Excellent service thanks	10/21/2015 4:45 PM
759	Excellent idea , Thanks so much Council ! Very painless experience	10/21/2015 4:40 PM
760	One third of all goods were removed by persons unknown overnight	10/21/2015 4:36 PM
761	great service waste only out for under a day so I had less people going through my things	10/21/2015 12:50 PM
762	People dumping pallets etc on the booked pickup	10/21/2015 12:48 PM
763	Well done Solo I did not have any appliances this time but suggest Council make it compulsory for retailers in the municipality to pick up old appliances when delivering new. Thank you for your help council.	10/21/2015 12:42 PM
764	Someone knocked on our door and took all carpet that was put out and furniture. Not much left	10/21/2015 12:05 PM
765	I like the idea however I wonder if homeless/Needy may miss being able to rummage?	10/21/2015 10:45 AM
766	You have a choice when to place hard rubbish out during the year Also I would like to see hard waste put out 2-3 days before pick up as most waste items are still good for other less fortunate people	10/21/2015 10:42 AM
767	Please add to your guidelines that some items (TV's) may be picked up on a different day	10/21/2015 10:38 AM
768	Very pleased with service even though I booked after I had put collection on verge/kerb	10/21/2015 9:51 AM
769	I don't like it this way It was much better once a year collection	10/21/2015 9:44 AM
770	Easy to arrange and professionally removed	10/21/2015 9:21 AM
771	Removal of a stove. I think its better to have. the old system of a once a year hard waste collection.	10/21/2015 9:14 AM

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772	Used online all worked out fine very tidy pretty sure area was swept- very pleased. Put stuff out approx. 18 hours before collection and found a number of neighbours had added to the pile. Lucky we only had a 3 seater lounge I was then concerned we might have too much stuff unsure if they would have added their stuff if we had a hard rubbish collection this year before trial started but better than people randomly dumping.	10/21/2015 9:04 AM
773	When its a plan pickup in the area the scrap people generally take all the scrap before all the gear is collected by the council.	10/20/2015 9:17 PM
774	The waste was not collected. It is still waiting in the designated bin area I wrote to you in the first place. I received a letter - looking like an untouched template letter, not addressing what I wrote - saying the waste was to be collected on October 9th. It's still there.	10/19/2015 5:45 PM
775	One of the guys started smashing up the furniture already on the truck with sharp splinters flying everywhere. I asked if he please not make a mess to which he replied, " Have we left yet!". He was aggressive and rude which was completely unnecessary. They didn't clean up all the wooden splinters in the sidewalk, in my driveway or on the road.	10/19/2015 5:19 PM
776	It worked very well for me	10/16/2015 9:47 PM
777	An extra sticker will be useful in case something is taken during the night and it may have had the sticker on it	10/16/2015 1:55 PM
778	Better being able to book them being at a set time set by Council was collected by 9:00am on the day of collection	10/16/2015 1:48 PM
779	I found the "At Call" hard waste collection excellent, a great improvement on having the rubbish around the streets, for all the scavengers to go through.	10/16/2015 1:45 PM
780	I thinks its great. No rubbish left around for days and being able to do it twice a year is far more practical.	10/16/2015 1:41 PM
781	I don't think you could improve on it anymore. Rubbish was picked up within 2 hours. Excellent idea.	10/16/2015 1:37 PM
782	It has made streets a lot cleaner so all good	10/16/2015 1:34 PM
783	Everything was fine.	10/16/2015 10:14 AM
784	Please bring back street wide pick up	10/16/2015 10:09 AM
785	I think is a good idea That way	10/16/2015 9:16 AM
786	Trial by booking is good, but not if only have a little to put out so the yearly hard waste without booking helps all	10/16/2015 9:13 AM
787	Put Rubbish out the night before (dark) was all gone by 9am except crockery so people still take it.	10/16/2015 9:09 AM
788	As long as the collector is on time and does the job on the due date then ok worked well for us thank you.	10/16/2015 8:53 AM
789	Twice a year to clear hard Rubbish is a great idea. Its convenient and easy.	10/16/2015 8:50 AM
790	Only negative is that it diminishes a small business (of recyclables) income.	10/15/2015 5:15 PM
791	An excellent idea. Should have been thought of much sooner.	10/15/2015 5:12 PM
792	Had to follow up initial request to get confirmation (after 10 day wait) - that could be	10/15/2015 5:05 PM
793	I think the booked collection is a far better idea. There is nothing worse than streets full of rubbish sitting around for nearly a week.	10/12/2015 3:41 PM
794	Easy process, handy to be able to book when needed instead of waiting and keeping stuff for once a year as previously.	10/12/2015 3:25 PM
795	That's very good.	10/12/2015 3:23 PM

At-Call Hard Waste Collection Survey

796	My one concern is that a general hard rubbish collection is an Aust icon and gives a sense of community and also provides recycling/reusing rather than simply sending hard rubbish to landfill. Shame that it's going.	10/12/2015 3:21 PM
797	A good service for people with disability - body or mind. Thank you for the good help and friendly service.	10/12/2015 3:16 PM
798	I understood upon requesting a booking someone would call me to arrange a suitable time. Instead I simply received a letter stating the date which was not convenient. Otherwise the	10/12/2015 3:14 PM
799	Thank you for cleaning up the smashed TV which happened when a resident helped her put it out. Collection label should not be attached to an item that could be taken overnight	10/12/2015 3:11 PM
800	I thought the new system may prevent scavenging and leaving piles in a mess but some items were still taken before Solo came. I still think it's much better than everyone having	10/12/2015 3:08 PM
801	Non users question is confusing! A shorter pick-up wait time would be good. Apart from the above, a great service!	10/12/2015 3:04 PM
802	This system worked perfectly for me. Thankyou!	10/12/2015 2:00 PM
803	Best Service ever - many thanks	10/12/2015 10:59 AM
804	It's great and the men who pick up the hard rubbish were so obliging.	10/12/2015 10:57 AM
805	No care taken of street tree or mess caused by the smashing process [*compaction]	10/12/2015 10:54 AM
806	Keep it up	10/12/2015 10:44 AM
807	Stops people from dumping. Prevents dumping if they have the option.	10/12/2015 10:43 AM
808	Despite the fact that I put out the hard waste after dark the night before my scheduled pickup, at some stage overnight pilferers came and completely looted/destroyed/dishvelled everything. It was so bad that at 5.30am (when I was leaving	10/12/2015 10:42 AM
809	Before I had got all the waste out I had to tell a person to leave it alone. He was already going through it.	10/12/2015 10:40 AM
810	Ladder on which label was put did not get removed. [* Possibly metal and separate truck!]	10/12/2015 10:37 AM
811	Very efficient. My only concern is that this system removes the authentic recycling that used to occur during hard rubbish week.	10/12/2015 10:34 AM
812	Label needs to be stickier	10/12/2015 10:11 AM
813	Found the label hard to peel off from the backing.	10/12/2015 10:10 AM
814	Instructions were very clear and website booking form was easy to use.	10/12/2015 10:04 AM
815	The collection makes it easier for me to clean up. I don't have a trailer nor do I drive. I am 87 y.o. Please keep the service going.	10/12/2015 9:58 AM
816	Not many in my neighbourhood knew about the trial, great idea, more advertising please for next year. Thank you	10/12/2015 9:56 AM
817	Extremely useful and very helpful on the pension pocket as it was free	10/12/2015 9:50 AM
818	They are v good. Only had to wait 1 day, they kept everything clean and tidy on pick-up	10/12/2015 9:47 AM
819	Just worry that if others see pre-booked waste, they may dump theirs with the pre-booked items	10/12/2015 9:44 AM
820	As a precaution against scavenging of selected items, affix photocopies of the label on every item. Item on which label was fixed was taken prior to collection.	10/12/2015 9:41 AM
821	Very handy and accommodating	10/12/2015 9:26 AM
822	Prefer the old system because much of the hard waste is recycled between residents and then reused. Recycling is better for the environment. Recycling is better for the economy because re-used items replace imports. Recycling ensures that some discarded heritage items are collected and saved for future generations. Recycling allows low income residents to collect useful items for free. Don't have the financials, but it seems that the	10/8/2015 4:38 AM

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823	very disappointed, as went on web site to check on cleanip date. Go back to old system please.	10/8/2015 12:43 AM
824	Good idea only waited because booked before 1/10 Operator was helpful everything was picked up very happy. Well done	10/7/2015 12:40 PM
825	Why couldn't we have pick up on a Monday morning, so we can have the weekend to put out, like it was before. This gives more time, as some items are cumbersome to move from a garage to the footpath.	10/6/2015 3:40 PM
826	Good-stops rubbish accumulating on the streets like it did under the old scheme.	10/1/2015 5:09 PM
827	Survey test	9/24/2015 12:44 PM
828	It's a shame the general hard rubbish collection is not being done as usual this year. Although one negative of the old system was that residents were given barely enough notice to put out their materials in time, the hard waste collection is a neighbourhood 'event' ... everyone in the street meets and communicates at this time ... and a lot of the rubbish put out for collection is recycled locally rather than ending up as land fill (a large bonus for the environment).	9/19/2015 12:01 AM